

NHS Direct

Gateway to healthcare

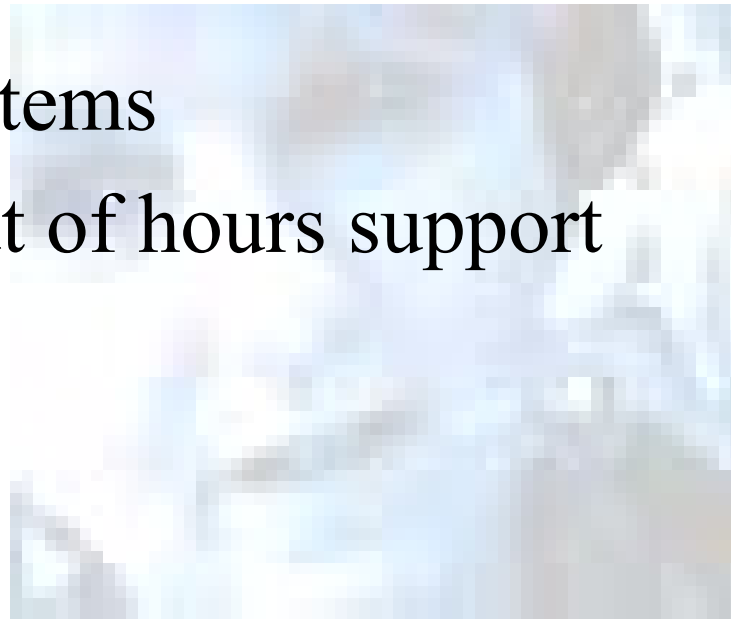
Sarah Perry - Network Clinical Lead

Nicholas Robinson - Medical
Director/National eHealth Advisor

NHS Direct On Line

Overview of presentation

- Vision and aims
- Access
- Decision support systems
- Telemedicine and out of hours support



The vision for healthcare

“Easier and faster advice and information for people about health, illness and the NHS so they can better care for themselves and their families”

“...provides a 24 hour signpost directing people to the most appropriate level of care”

Achieved Through

- NHS Direct 24 hour telephone advice & information service
- NHS Direct Online advice and information
- Self-Help Guide (Thomsons)
- NHS Direct Access and Information Points
- NHS Walk-in Centres
- Electronic Health and Patient Records
- Integration of Health & Social Care

The Story Begins

- A good idea is announced by the Government in 1998
White paper The NHS : modern and dependable.
- Nurse led service
- 4 waves of implementation began in 1999
- National coverage in England by 2000
- 22 sites hosted locally



Our aims

Modernisation

- Reengineering attitude to health care and its delivery
- New methods to deliver care (IT and telephony)
- Support change in other services (e.g. GP Out of Hours)
- Compatible integrated IM&T systems (paper free)

Access and diversity

- 22 sites in England accessible by anybody anywhere (08454647)
- Range of access points
- Language line

Our aims continued

Reliability

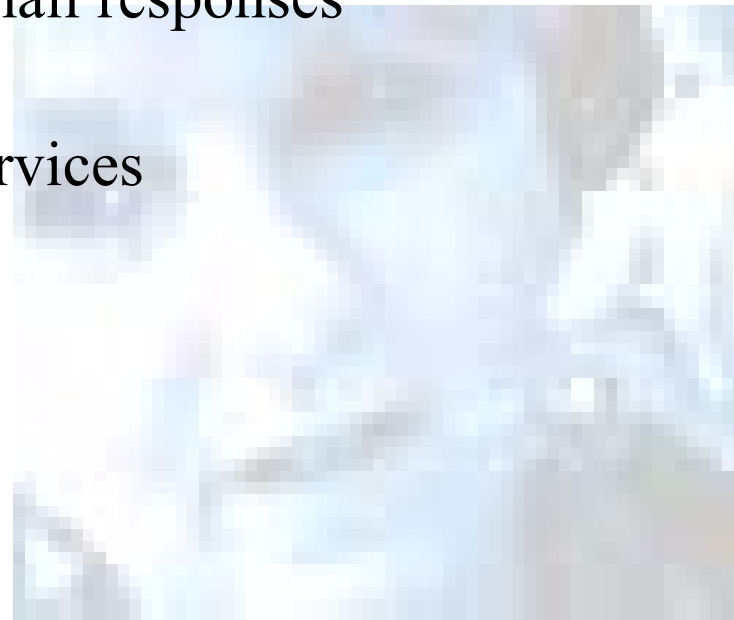
- Reliable evidenced based advice and information
- NHS CAS: IT based Clinical Assessment System- supports consistent decisions
- National clinical and performance standards
- Shared management of capacity to meet demand

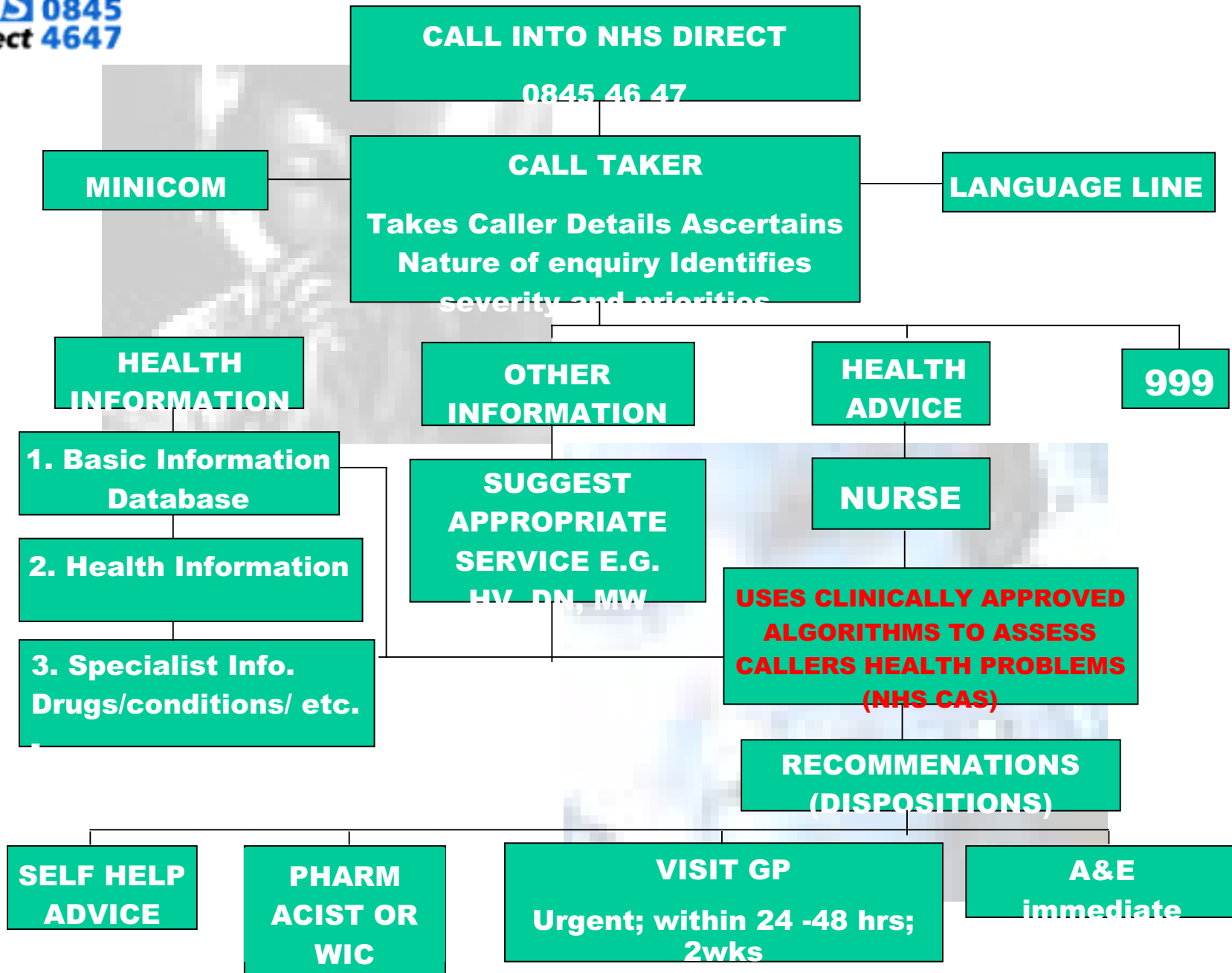
Empowerment

- Empower the public to make safe and appropriate health decisions and navigate successfully the NHS

NHS Direct

- 24x7, 365 days access to symptom-based advice
 - National Health Information service
 - telephone
 - online Information & email responses
- Integrated with GP OOHs services
- OOH dental services
- Local variations
- Care Direct pilot





NHS Direct Today ...

- 6 million calls per year
- NHS Direct skilled at predicting activity.
- Over 1,000 nurses supported by information advisors and call handlers
- Generalist service varied and complex caseload
- NHS CAS
- Simultaneous access to online databases (TOXBASE, BNF)
- Core service 0845 and gateway triage service for GP out of hours and dental services
- Locally managed initiatives.



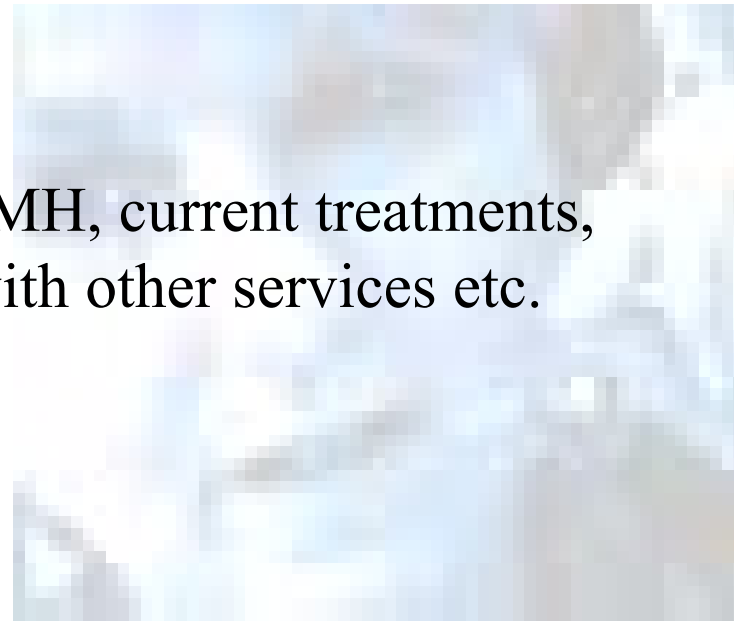
Decision support

NHS CAS and teleconsultation



Nurse Assessment

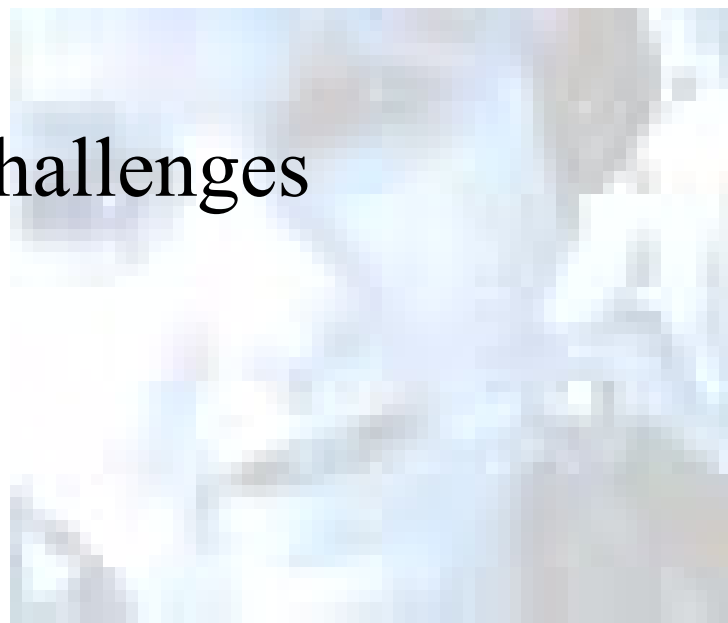
- First level Assessment:
 - Life- threatening situations immediately referred
 - Primary Prioritisation (PPP)
- Second level Assessment:
 - Lifestyle information, PMH, current treatments, allergies, involvement with other services etc.
- Symptomatic assessment





NHS Direct - eHealth developments

Future challenges



- Focus on information based services for patients
- Integrated body of information - the NHS National Information Service (Bristol) – NHSD is major provider
- multi-channel access
- aim to maximise access

Multi-Channel access

- Web (NHSDirect.nhs.uk)
 - NHS myHealthSpace
- Phone (NHS Direct)
- NHS Direct Digital TV
 - Interactive services
- Kiosks
- Mobiles/POTS



- NHS myHealthSpace is a secure web-based record held by NHS

Online – a Personal Health Partner

- A new paradigm for patients

- Opening up NHS records and making them interactive

 - Multi-channel access - Web/email/SMS/voicemail/

- The NHS Patient Portal (major part of ICRS)

 - Dec 03 – web-only

 - Dec 04 – linked to NHS records – view/annotate

You are currently logged on

- home
- accessibility
- new HealthSpace
- log on/off
- about HealthSpace
- calendar
- about my health
- medication
- NHS records
- information
- vault
- help

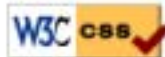
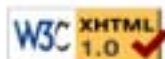
- contact us
- feed back
- technical problems



www.nhsdirect.nhs.uk

Friday, 6 June 2008

Page last updated: Wed, May 14, 2008



My NHS HealthSpace

Welcome to My NHS HealthSpace, a secure place on the Internet for all your health related information.



Today's reminders...

1730 GP surgery - annual check up
[1945 Giving blood](#)

Medica **1945 Giving blood**

2100 2 X Asprin

Want to log off?

As you are logged on at the moment - find out your options about logging off.

[log off](#)

Free reminders for your medication



Free email and text message reminders to help you remember your medication. [read more ...](#)

Use together with your own HealthSpace calendar to get told when to collect or order new prescriptions. [read more ...](#)



Want to create a new HealthSpace?

A simple step by step process to create your own HealthSpace.

- What you need to know
- What you will need to do
- Why do it
- What you can do afterwards

[create](#)

How to get Health Information wherever you are

Health Information relevant to your needs as it is released.

Get the information that you want, tailored to your specific situation.

Everything from pre and post operative care to the latest news and alerts. [read more ...](#)



See your medical record anywhere

Use HealthSpace to view any part of your medical record, anywhere you can get connection.

Share vital information with carers and medical professionals. [read more ...](#)

Want to learn more about My NHS HealthSpace?

Find out what HealthSpace is. Learn how it will help you and those around you. What can you really do with HealthSpace. [read more ...](#)

You are currently logged on

- home
- ⊕ accessibility
- ⊕ new HealthSpace
- ⊕ log on/off
- ⊕ about HealthSpace
- ⊕ **calendar**
 - view today
 - view week
 - view month
 - reminders
 - reminder details
 - new appointment
 - medication
- ⊕ about my health
- ⊕ medication
- ⊕ NHS records
- ⊕ information
- ⊕ vault
- ⊕ help

- contact us
- feed back
- technical problems



www.nhsdirect.nhs.uk

Today's date:
Fri, June 6, 2002
Page last updated:
Thu, June 5, 2002

My NHS HealthSpace - calendar - view month

View what is happening in your calendar month by month. Use the forward or backwards links to progress one month at a time.

Click on an individual day to view all the appointments on that day.



June 2003

◀ previous month

next month ▶

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Today's reminders...

1730 GP surgery - annual check up
1945 Giving blood

Medication reminders

2100 2 X Asprin

Want to log off?

As you are logged on at the moment - find out your options about logging off.

log off

Want to create a new HealthSpace?

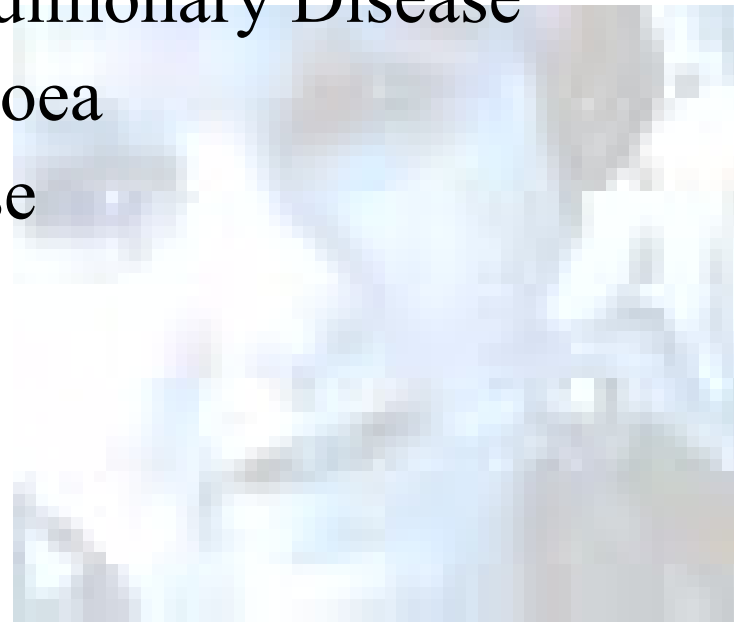
A simple step by step process to create your own HealthSpace.

- What you need to know
- What you will need to do
- Why do it
- What you can do afterwards

create

Telehealth

- eBooking
- Prison links
- Chronic Obstructive Pulmonary Disease
- Obstructive Sleep Apnoea
- Coronary Heart Disease
- Asthma screening
- Diabetes support



NHS Direct - The future

- NHS Direct Special Health Authority (4/04)
- Integrated national service
- Virtual Call Centre(VCC)
- National integrated CAS (V2) linked to NHS ICRS system – seamless care
- 18m calls by 2006
- The Gateway to the NHS