Patient Online

*Inflammatory arthritis*

RCGP Webinar, 28 August 2018
Dr Ralph Sullivan, FRCGP, FFCl
RCGP Clinical Champion for Patient Online

Dr Imran Khan, MRCGP
RCGP Clinical Support Fellow
“Two years ago I was at a stage in my understanding … that was so limited it placed the entire weight of responsibility for my care on the doctors treating my condition. **I was a passenger, along for the ride.**

Access to my medical data … in short I am no longer a passenger, I am now very much **part of the management team** for the effective treatment of my condition.”

*O.C. Manchester Oct 2017*
Inflammatory Arthritis Learning Objectives

1. Use Patient Online safely and effectively
2. Health literacy and digital inclusion
3. Coded records for inflammatory arthritis
4. Managing test results for online access
5. Patient Online in care and support planning
Webinar Programme

1. Introduction to Patient Online for beginners
2. Benefits for patients with inflammatory arthritis of using Patient Online
3. Patient use of access to test results
4. Other uses of Patient Online to prepare for consultations
5. Clinical scenario as an example
6. Questions
### RCGP Patient Online Programme

**Aim** - to increase awareness and confidence in using Patient Online in patient care

Intended for the whole practice team

**Toolkit** of guidance documents and templates

Events and presentations

Webinars and podcasts

**Input** from other medical royal colleges, the RCN, and academic voluntary sector groups organisations and other individual health professionals and patients
Patient Online Toolkit

Book and cancel appointments
Order repeat medication
Detailed care record
Extended record access (all or part)

Managing new applications
Safeguarding
Information Governance
Patient Information
Overcoming barriers
Patient Online Toolkit

- Book and cancel appointments
- Order repeat medication
- Detailed care record
- Extended record access (all or part)
Patient Online Toolkit

Book and cancel appointments
Order repeat medication
Detailed care record
Extended record access (all or part)
GP Contractual Requirement in England

Book and cancel appointments
Order repeat medication
Detailed care record
Extended record access (all or part)

Contractual requirement for GPs in England
To offer and provide …
… unless it could cause harm to the patient
Patients Registered for Patient Online

NHS Digital
GP Data Hub
POMI

RCGP Survey, August-Sept 2016 (n=211)

75% offering online access to the detailed coded record

- GPs
  - GP (30%)
  - Practice Manager (54%)
  - IT
  - Reception
  - Secretary
  - Other (9%)

- PMs
Reasons to recommended record access

- See test results: 70%
- See what is in their record: 67.5%
- Self manage long term conditions: 52.5%
- View long term condition care: 35%
- Support family and carers: 30%
- View clinical correspondence: 21%
- Prepare for consultations: 17.5%

% respondents giving each reason
Health Literacy

• Enough knowledge, understanding, skills and confidence to use health information
• More active partners in their care, and to navigate health and social care systems
• 43% of working-age adults in England have low health literacy
• This figure rises to 61% if numeracy is involved.
• Affected by
  - ability to read and write
  - computer and numerical literacy
  - ability to interpret graphs and visual information
• Teach back - chunk and check

Person-centred Care Toolkit
Digital Exclusion

People Who Have Never Used Internet (%)

% Never Used Internet

18-24 25-34 35-44 45-54 55-64 65-74

Office for National Statistics
15 August 2018

NHS Widening Digital Participation

Future Digital Inclusion

Online Centres Network
Summary so far

The purpose of the RCGP Patient Online programme
National uptake of Patient Online in England
Reasons for recommending record access
Overcoming patients problems in using Patient Online
Book and cancel appointments
Order repeat medication
Detailed care record
Extended record access (all or part)
Patient Online and Inflammatory Arthritis

- Book and cancel appointments
- Order repeat medication
- Detailed care record
- Extended record access (all or part)
Patient Online and Inflammatory Arthritis

- Book and cancel appointments
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- Extended record access (all or part)

Problem list
- Lifestyle and work
- Examination results
- Test results
- Arthritis-relevant codes
- Care plan codes
- Past medication
- Allergies and ADRs
- Preventive healthcare

Demographics
- Allergies/adverse reactions
- Medication (dose, quantity and last issued date)

Immunisations
- Results (numerical values and normal range)
- Values (BP, PEFR)

Problems/diagnoses
- Procedure codes (medical or surgical) and codes in consultation (signs, symptoms)
- Codes showing referral made or letters received (no attachments)
- Other codes (ethnicity, QOF)
Patient Online and Inflammatory Arthritis

Book and cancel appointments
Order repeat medication
Detailed care record
Extended record access (all or part)
Patient Online and Inflammatory Arthritis

- Book and cancel appointments
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Attached documents:
- Consultation notes
- Free text
- Hospital OPD letters
- Discharge reports
- Radiology reports
- Referral letters

...
Patients Using the Detailed Coded Record

- Identify any inaccuracies that might be present

<table>
<thead>
<tr>
<th>Problem list</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifestyle and work</td>
</tr>
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• Identify any inaccuracies that might be present
• Generally improve their health literacy though access to their detailed coded record

Using the Detailed Coded Record

- Problem list
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Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy though access to their detailed coded record
- Assess the blood test results

- Problem list
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## Laboratory abnormalities requiring action

<table>
<thead>
<tr>
<th>Abnormality</th>
<th>Threshold</th>
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</thead>
<tbody>
<tr>
<td>White cell count</td>
<td>&lt; 3.5 x 10^9/l</td>
</tr>
<tr>
<td>Neutrophils</td>
<td>&lt; 1.6 x 10^9/l</td>
</tr>
<tr>
<td>Unexplained eosinophils</td>
<td>&gt; 0.5 x 10^9/l</td>
</tr>
<tr>
<td>Platelet count</td>
<td>&lt; 140 x 10^9/l</td>
</tr>
<tr>
<td>Mean cell volume</td>
<td>&gt; 105 f/l</td>
</tr>
<tr>
<td>Creatinine increase</td>
<td>&gt; 30% over 12 months</td>
</tr>
<tr>
<td>ALT and/or AST</td>
<td>&gt; 100 U/l</td>
</tr>
<tr>
<td>Unexplained reduction in albumin</td>
<td>&lt; 30 g/l</td>
</tr>
</tbody>
</table>

*From BSR and BHPR guideline for the prescription and monitoring of non-biologic disease-modifying anti-rheumatic drugs*
Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy though access to their detailed coded record
- Assess the blood test results
- View trends in blood results over time
Clinical and epidemiological research
Extended report

A patient-initiated DMARD self-monitoring service for people with rheumatoid or psoriatic arthritis on methotrexate: a randomised controlled trial

Hayley McBain¹, ², Michael Shipley³, Abigail Olaeye³, Samantha Moore³, Stanton Newman¹

Author affiliations +

Abstract

Objective To determine the effectiveness of a patient-initiated disease-modifying antirheumatic drugs (DMARD) self-monitoring service for people with rheumatoid (RA) or psoriatic arthritis (PsA) on methotrexate.

Conclusions The results suggest that a patient-initiated service that incorporates patients’ self-monitoring DMARD therapy can lead to significant reductions in healthcare use, while maintaining clinical and psychosocial well-being.

http://dx.doi.org/10.1136/annrheumdis-2015-207768
Using the Detailed Coded Record

- Identify any inaccuracies that might be present
- Generally improve their health literacy though access to their detailed coded record
- Assess the blood test results
- View trends in blood results over time
- Prepare for consultations

Problem list
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Examination results
Test results
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Preventive healthcare
Mrs EB’s condition slowly deteriorates and Mrs EB’s daughter continues to book repeat medication and look at the Online GP record (as shown in as proxy access in Figure 3 POL + EPaCCS). Mrs EB’s daughter looks at some of the recent correspondence and latest care plan. She is pleased to see that the DNACPR is coded but has noted that her mother is still for full escalation of care which is no longer wanted.

Summary so far

- Patient Online gives access to record data relevant inflammatory arthritis
- Coded information enables person-centred care
Preparing for Consultations

Recording Data for Patient Online


Problem list
Lifestyle and work
Examination results
Arthritis codes
Care plan codes
Allergies and ADRs
Preventive care
Person-Centred Care Toolkit
Collaborative Care and Support Planning Guidance

Problem list
Lifestyle and work
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Preventive care

Care and Support Planning

- Preparation for RA review
- Reflect on previous results
- Compare previous results and trends
- Patient or Proxy Views coded data/plan via POL
- Iterative feedback from POL
- GP Consultation
- RA Update or Review And updating of coded data

Opportunity for GP/ACP to discuss other aspects of care such as Proxy Access.
Andrew Dearden, 61
Reumatoid arthritis on methotrexate
Also hypertension, chronic kidney disease
Wants to monitor his monitoring blood tests
Clinical Scenario – record access

The detailed coded record is available to Andrew online:

- It includes blood test result codes, attached values, units and reference ranges.
- To monitor his methotrexate, it is important that Andrew look at the white cell, neutrophil and platelet counts, MCV, AST or ALT, creatinine and eGFR.
Mrs EB's condition slowly deteriorates and Mrs EB's daughter continues to book repeat medication and look at the Online GP record (as shown in Figure 3 POL + EPaCCS). Mrs EB's daughter looks at some of the recent correspondence and latest care plan. She is pleased to see that the DNACPR is coded but has noted that her mother is still for full escalation of care which is no longer wanted.

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Clinical Scenario – record access

Resources for patients
National Association of Rheumatoid Arthritis

UK Lab Tests Online UK
https://labtestsonline.org.uk/conditions/rheumatoid-arthritis
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Andrew has his follow-up blood tests.

He logs onto his practice Patient Online portal to view his results.

All his blood results are within normal range, apart from his CRP which is 16. The text reads “Satisfactory result, no action needed as CRP is improving”.

Clinical Scenario - test results
Nearly a year later Andrew is due for his annual review and has had a repeat set of bloods taken including cholesterol.

He has not had any problems with his rheumatoid arthritis for nearly 12 months and its now well controlled.

He looks through his record before the appointment with his GP for his review.
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Care and Support Planning

- Preparation for RA review
- Reflect on previous results
- Wants to consider treatment for increased cholesterol if needed.

- Checks through medications and review dates. Compares previous blood results/trends and is pleased that blood inflammatory markers have stabilised. Notices that cholesterol has been steadily rising, despite his weight remaining stable.

- Patient Views coded data/plan via POL

- Iterative feedback using POL

- GP Consultation, RA review and cardiovascular risk assessment

- RA review updated, QRISK updated, statin introduced.
All POL guidance follows recent NICE guidance.

- Diagnosis and management remains the remit of secondary care.
- NICE recommends all patients have rapid access to specialist care for flares.
- All patients have an annual review.
NICE, POL and Inflammatory arthritis

The annual review should include:

• Assess disease activity and damage, and measure functional ability.
• Check for the development of comorbidities
• Assess symptoms that suggest complications.
• Organise appropriate cross referral.
• Assess the effect it is having on the persons life.
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- POL can be useful in inflammatory arthritis
- Coded information enables person-centred care
- Iterative feedback though POL empowers patients, improves record accuracy, health literacy and can be very useful for consultation preparation
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What’s Next

- Guidance document that contains all of the relevant information, resources and links to related guidance
- Podcasts and other upcoming webinars.
- Other collaborative work