digitalhealth REWIRED LONDON 14-15 MARCH 2023

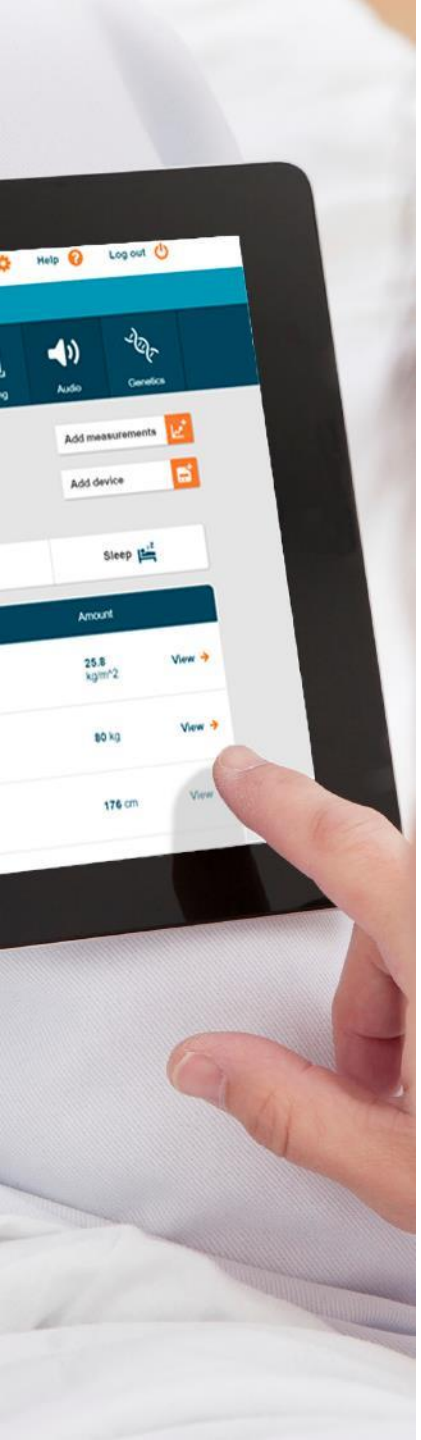
Headline Sponsors:

SystemC& Graphnet Care Alliance

tpp

Sally Rennison

Chief Commercial Officer
Patients Know Best



Integrating around the patient

- Government & Commissioning Bodies
- Researchers
- Social Services
- Relatives
- Mobile Device & App Developers
- Pharmacies
- Pharmaceuticals
- Specialist Services
- Secondary Care/ Hospital
- Primary Care Health Services
- GP
- Charities And Patient Advocacy Groups
- Community Teams
- Employers

History of NHS App integration

Nottinghamshire wanted a single front door for patients. Requested PKB and NHSD to work together to integrate NHS App & PKB so patients could access all local data and tools via the NHS App

Nottingham went live in March 2020

Follows by North West London, Cheshire East and Sussex in summer 2020.

During this time multiple more screens were included to give patients access to nearly all PKB screens

And now….

NHS login single sign-on into PKB

NHS App user interface embeds PKB functionality

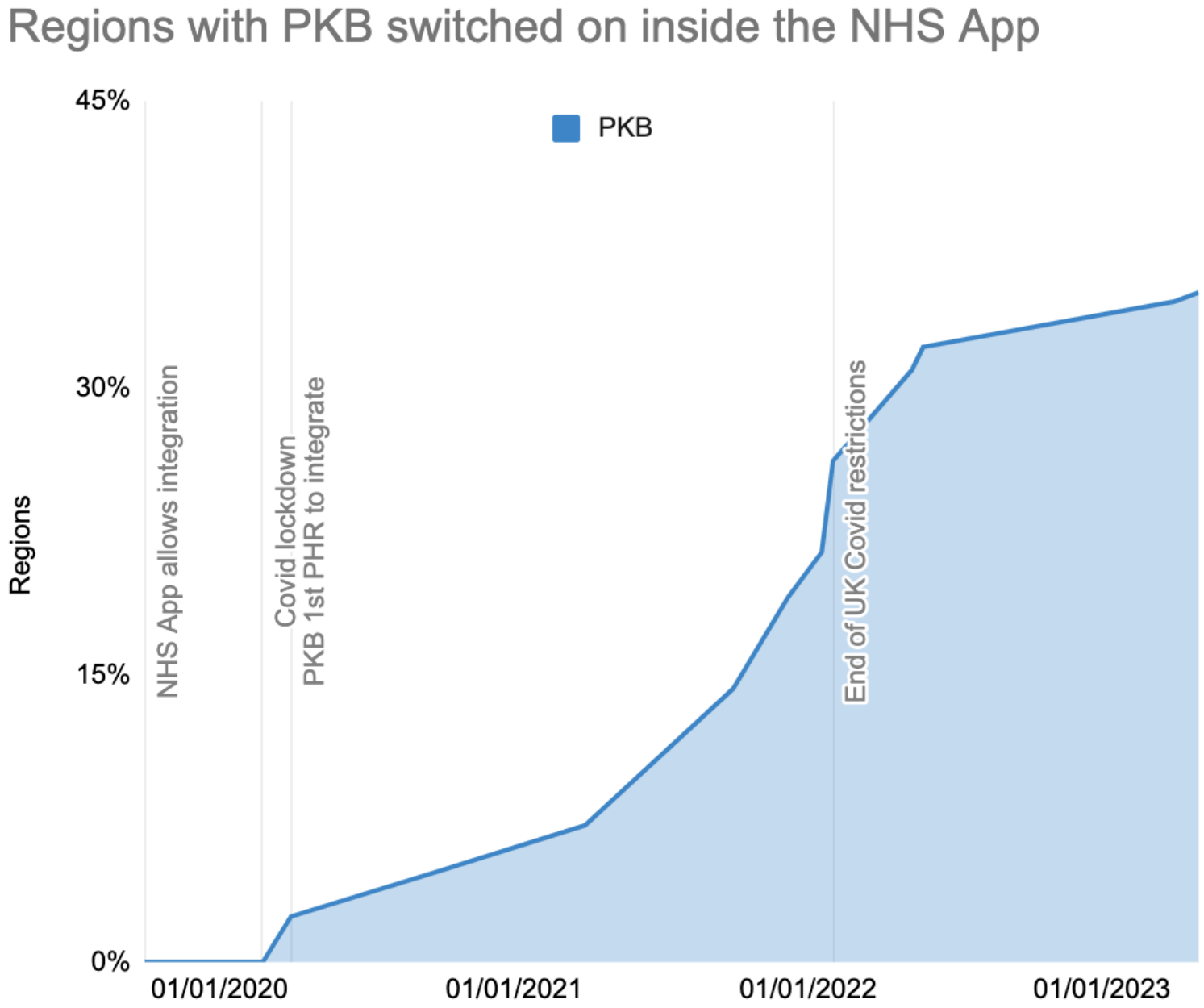
England regions PHR in NHS App

32% ICS today use PKB, with several more in progress expected to get to 36% coverage within the next few months

12 additional screens:

- Events and messages (letters, discharge summaries, clinic letters)
- Medications
- Test results
- Appointments
- Care plans
- Library of resources
- Symptom tracker
- Measurements
- Journal
- Imaging

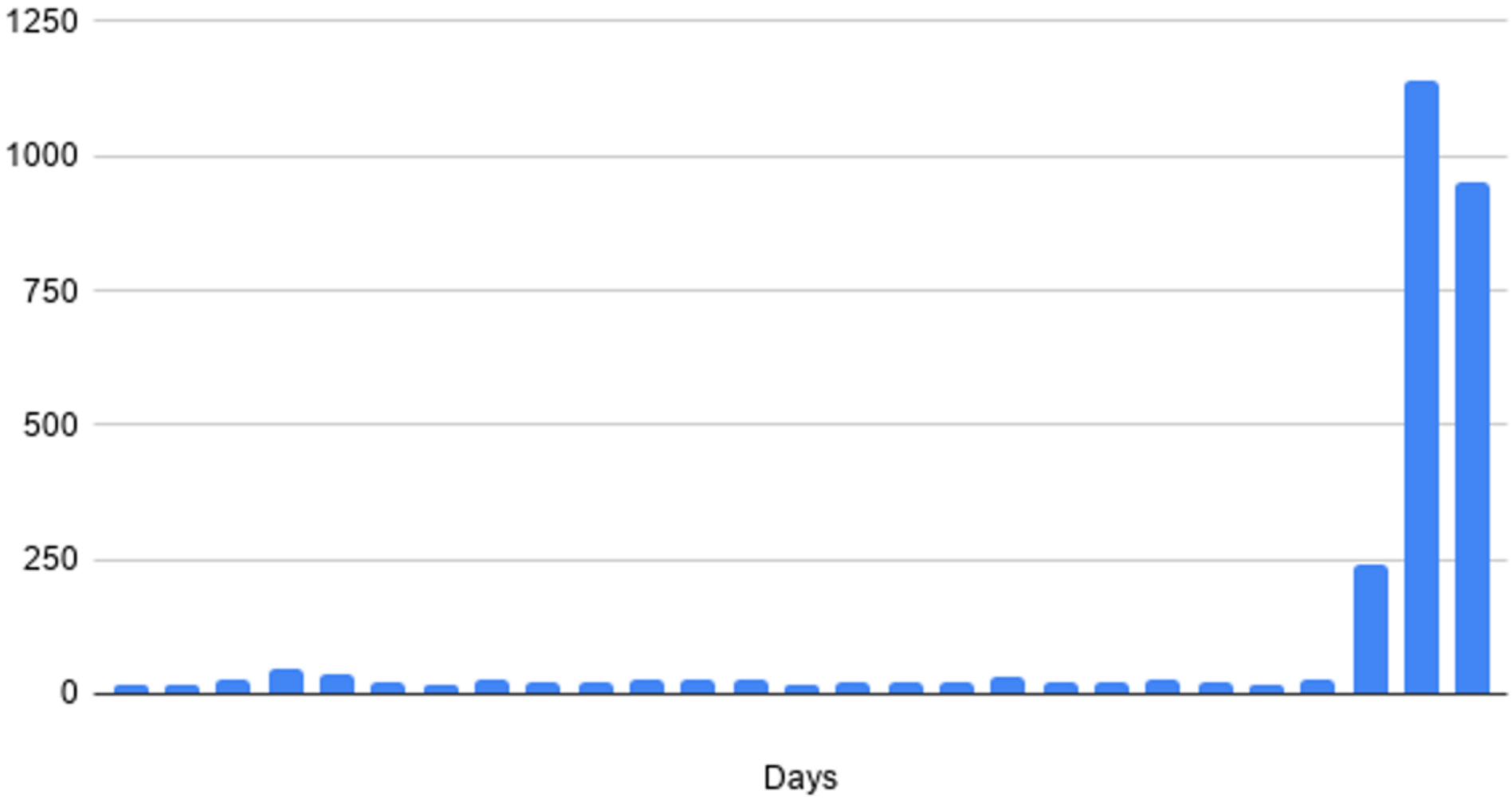
More screens in discussion



What impact did this have?

Patients register using the NHS App

Registrations each day in Sussex after PKB switched on in NHS App



Patients usage/login increases in NWL

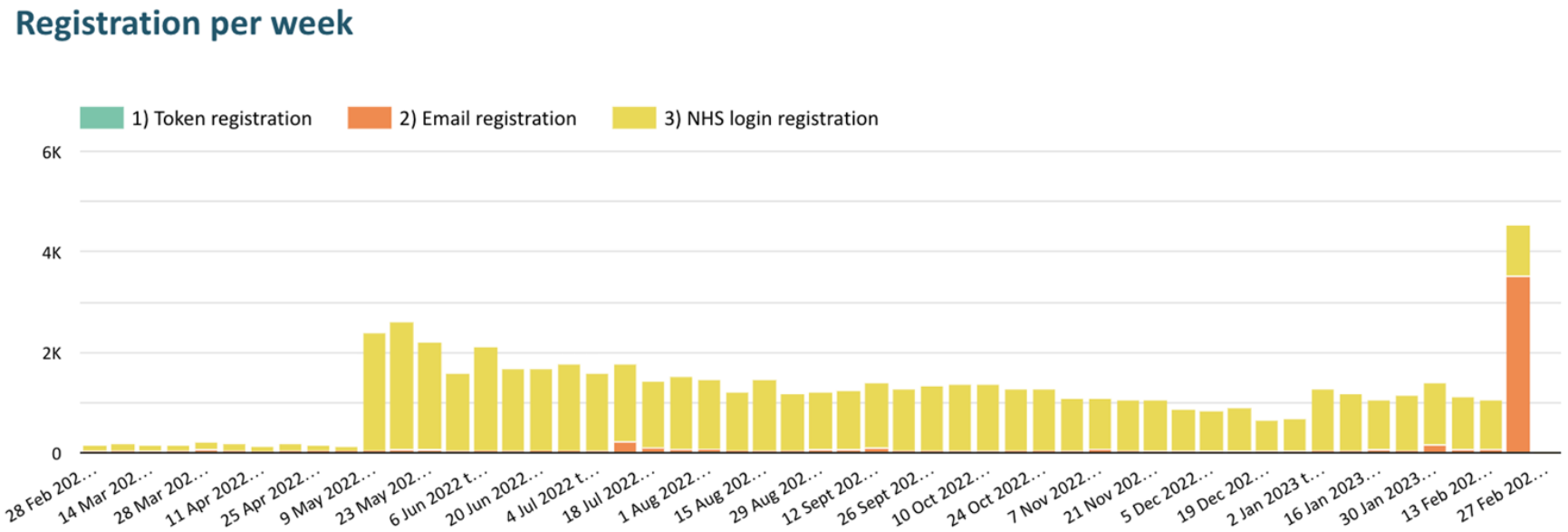
New customers start high with digital adoption

University Hospital of North Midlands:

Staffordshire switched on NHS App integration during their planning and mobilisation phase

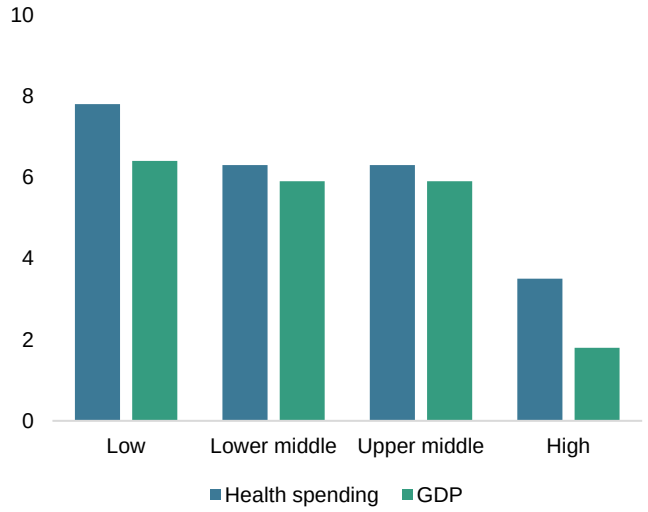
During this 7 month period ahead of go live, with no comms to patients over 50,000 patients who are residents of staffordshire and under the care of UHNM registered for PKB via the NHS App using NHS login.

Now the hospital has started its digital transformation programme, it can immediately benefit from this shift.

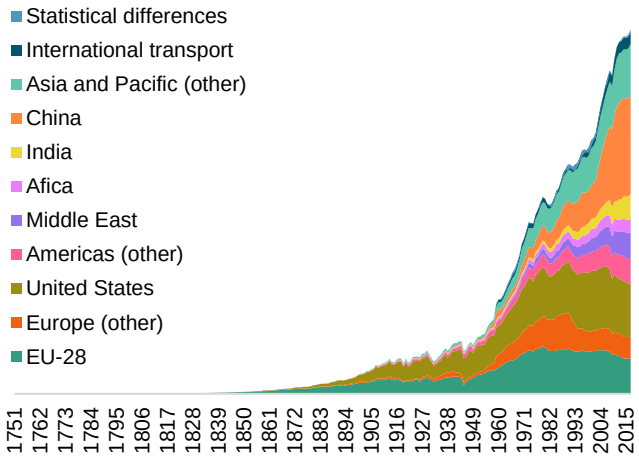


Why does this matter? - Three Megatrends

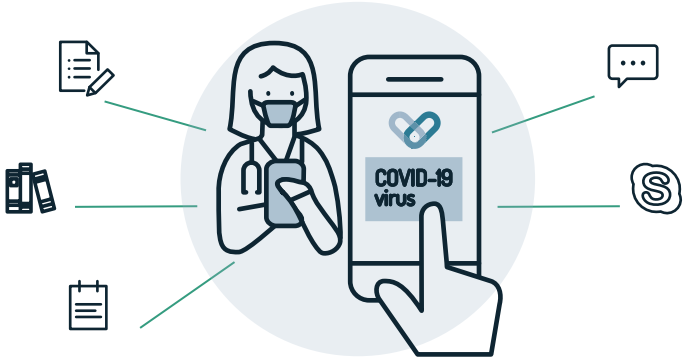
Real growth by country income group, 2000–2017 (%)



Annual total CO_2 emissions, by world region, 1751 to 2017



Source: Carbon Dioxide Information Analysis Center (CDIAC); Global Carbon Project (GCP)
Note: The difference between the global estimate and the sum of national totals is labeled "Statistical differences".
OurWorldInData.org/co2-and-other-greenhouse-gas-emissions • CC BY



Health crisis

Spending growth > GDP growth

Source: WHO 2019, Global Spending on Health: A World in Transition

Climate crisis

CO_2 emissions high and dangerous

Source: Our World in data 2019

Covid-19 crisis

Backlog in service delivery/elective recovery

Restructure of service delivery needed

Digital solution

Patients self-manage

Professionals lower costs and raise quality

Digital solution

Move data not patients

Prevent expensive treatments

Digital solution

Treatment from hospital without going to hospital
Relates back to health crisis

PATIENTS KNOW BEST®
MANAGE YOUR HEALTH

PKB's theory of change

Inputs

- Sales team
- Product team
- Development team
- Success team
- Technical support team
- Information governance team
- Privacy model
- Software and servers
- Graphical user interface
- Application programming interface

Activities

1. Software design, development, and testing
2. Server and software maintenance and tech support
3. Patient and professional on-boarding
4. Accounts management
5. Government engagement

Outputs

1. Complete, accurate, real-time SHARED record:
   a. Synthesized clinical information
   b. Source labels
   c. Discussions
   d. Shared care plans
   e. Virtual clinics
   f. Security and full audit log
   g. Patient privacy choices
2. Mass registration of patients
3. Engagement with the system:
   a. Patients
   b. Providers

Outcomes

Short-term

1. Patient believes active role is important
2. Patient gains confidence and knowledge to take action
3. Patients and providers discuss record for shared understanding
4. Providers discuss record for shared understanding
5. Provider sees complete, single picture of patient's health
6. Provider understands patient's health

Mid-term

- Increase in patient activation
- Increase in shared decision-making
- Better clinical decision-making

Long-term

- Better self-care
- Fewer emergency visits
- Reduced hospitalizations
- Better adherence
- Faster diagnoses
- Fewer repeated tests

Impact

- Improved patient health outcomes
- Health system efficiencies
- Health system cost savings

Mass registration automates and scales activation and outcomes

Automation

Mass registration through automated sending of letters to patients' homes

Registration

25% of patients register within 30 days of receiving letter

Outcome

Hospital stops spending £1-3 / per appointment on letters for these patients

Activation

70% of letters read by patients within 48 hours (50% within 2 hours)

Outcome

Hospital stops spending £100-150 / per appointment on follow-up with these patients

Patients Know Best Saves Money and Improves Patient Outcomes

Symptom tracking, home devices, patient journal and other data collection means specialist helping patient can see full picture immediately about patient's health.

Data from patient

Test results, radiology reports, clinic letters, medication instructions, and care plan protocols allow patient to look after themselves at home.

Data from provider

Patient gets direct help from specialist team that knows patient and disease. Fast responses prevent disease progression and expensive intervention.

Patient provider communication

Cheaper medications safe to use through symptom tracking

Less clinical time through secure messaging

Fewer operations through less disease progression using care plans

Climate Crisis

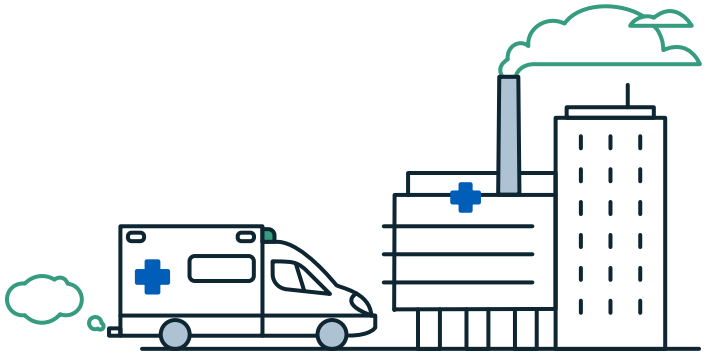
4.4% of the world's net CO_2 emissions are from health care

Move data not patients

- Digitisation avoids carbon emissions
- Remote monitoring prevents need for carbon-intensive treatments e.g. surgery

5.4%

of UK carbon emissions are from NHS

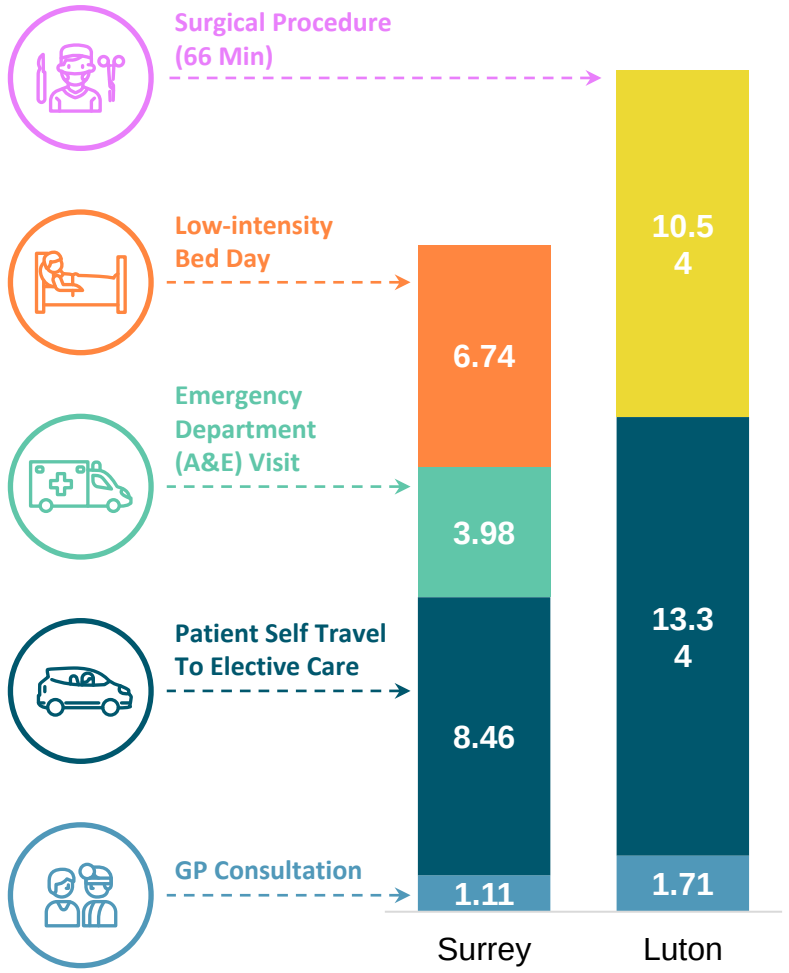


NHS responsible for

5 per cent

of all traffic on roads

KG CO_2 emissions avoided/Patient



Enabling a wider digital ecosystem

FibriCheck®

current health

OMRON

xerox™

Synertec
complete document control

NETCALL

- Not every single app, device and wearable can work with the NHS App
- Many partners sharing their data with patients in PKB as a longitudinal records
- PKB can enable this data being available for patients in the NHS App

More data and more partners easily able to be part of the digital ecosystem and channel shift.

What's next…?

New screens

- Continual expansion and adaptation of screens in the app based on user research and needs
- Results in sharing of more data, more easily, though a national front door

More regions

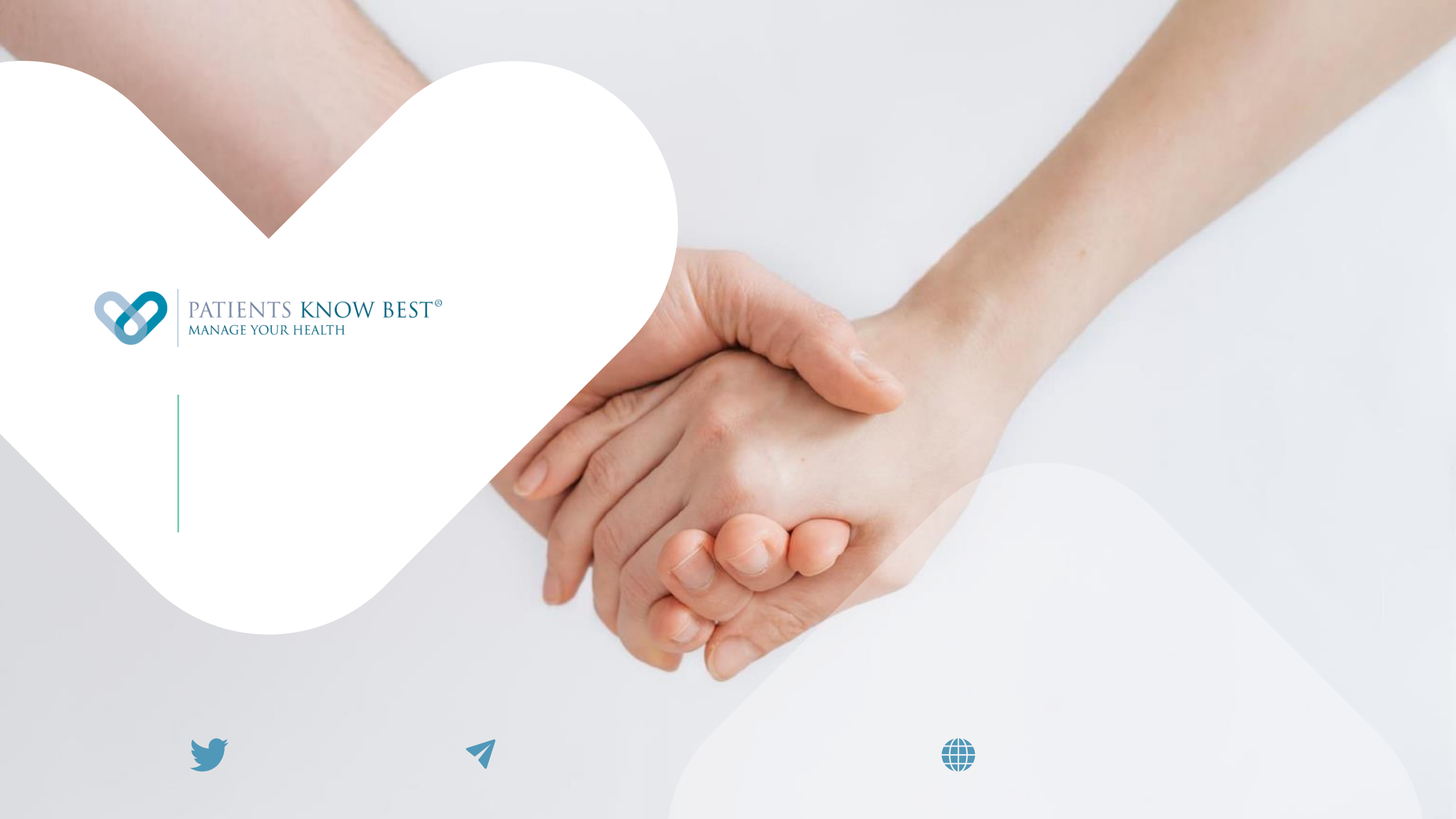
- Giving increased data to more patients across more regions

New nations!

- A lot of learning taken onboard by new nations, such as Wales to deliver a programme based on learnings and improvement

- PKB are looking forward to supporting the new nation on this journey, launching soon

Supporting transformation programmes = Increased outputs enhanced by digital at scale



PATIENTS KNOW BEST®
MANAGE YOUR HEALTH