



Sussex Partnership
NHS Foundation Trust



My Health and Care Record

The Patient Portal

Lindsay Evans
Digital Clinical Lead

Our vision:

To improve the quality of life
for the communities we serve.



What are Patient Portals?

“Secure, online systems that brings together information from health and social care providers, as well as information recorded by the patient, into one easy to access space”

- Supplied by ‘Patients Know Best’
- Known within the Sussex Integrated Care System as ‘My Health and Care Record’.
- Integrates with the NHS App

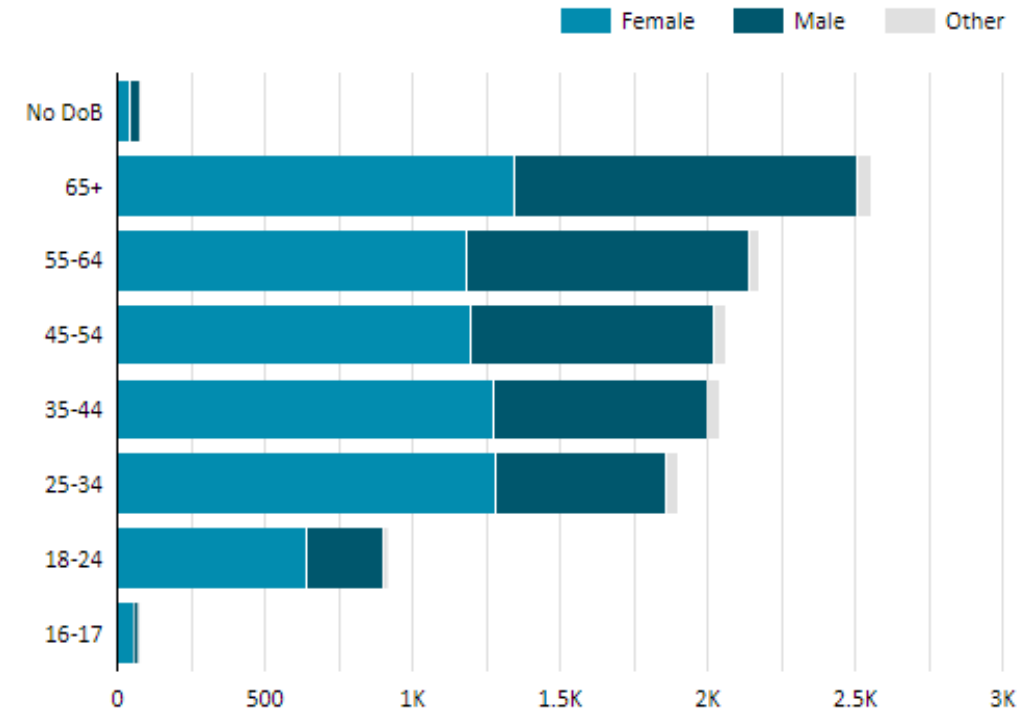


Spread and use

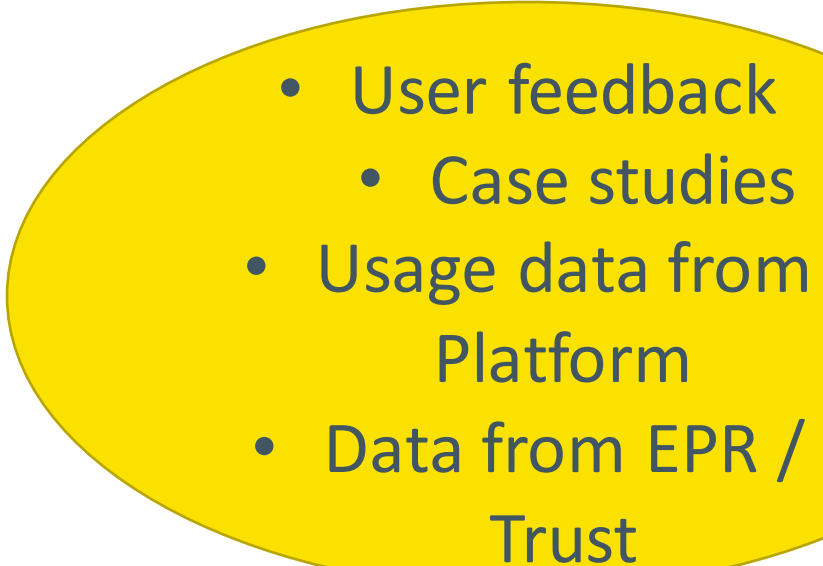
Population	33% of Sussex adult population	Total registrations	% of adult population registered
Adult pop. 16+: 1,419,930	468,577	491,659	34% (+1%)

- Currently use: Acute and Mental Health Trusts
- **Mental Health tools:**
 - My Care and Safety Plans
 - Appointment details
 - Outcome Measures and Questionnaires
 - Library of Resources
- Registered users log-on **an average of twice per week**

Gender and age at registration



Benefits and Benefit Realisation

- Empower patients
 - Provide holistic perspective of the patient
 - Reduce demand
 - Reduce missed appointments
 - Create capacity for services
 - Support Breakthrough Objectives
 - Outcome Measures
 - Shared Care Plans
 - Support Sustainability targets
- 
- User feedback
 - Case studies
 - Usage data from Platform
 - Data from EPR / Trust

Why collect outcome measures digitally?

Makes recording and using outcomes easier can enhance effectiveness:

- Improve compliance
- Reduce burden
- Enhance Data Quality
- Increase Frequency of measurement
- Facilitate broader implementation



**Can help support
earlier
intervention**

For the patient and carers:

- Choice and increases accessibility
- Enables patients to share and use measures to support care planning

ReQol 10 - Latest

Online communication

To: Mrs SPFT Clinician (Sussex EIP (Early Intervention in Psychosis) Team)

SC **Mrs SPFT Clinician**
Clinician, Sussex EIP (Early Intervention in Psychosis) Team, Sussex Partnership NHS Foundation Trust

Mrs SPFT Clinician asked Damien Patient to take the ReQol 10 - Latest survey
Thursday, Dec 21, 2023 2:56 PM
 message id: b68e532b-1240-4593-9147-07125f6c8a29

[Start Consultation >](#)

User-Centred Design and Continuous Improvement

Engagement with Experts by Experience & Clinicians:

- Involve in the decision-making process
- Prioritise the implementation of functions that add the most value
- Provide training and support

Foster a culture of continuous improvement:

- Provide a range of ways to receive feedback
- Work with System and Supplier to share learning and best practice
- Monitor trends





MY
HEALTH
AND CARE
RECORD



Sussex Partnership
NHS Foundation Trust

Through working as an ICS to achieve spread, and using user-led design we are using the digital collection of outcome measures to support early intervention and improve effectiveness.

Thank you and please, get in touch:

Lindsay Evans, Digital Clinical Lead
lindsay.evans@spft.nhs.uk