



COVID-19 CLINICAL SOLUTIONS

What did you do?

As a direct response to COVID-19, practice staff were required to work remotely and required remote access to clinical systems to allow the day-to-day operation to continue. We provided practices with remote access to clinical systems, with technical support available.

Who are you?

Dr Avinash Pillai, North Lincolnshire Primary Care, avinash.pillai@nhs.net
Adam Ryley, North Lincolnshire Primary Care, adam.ryley@nhs.net
Carrie Cranston, North Lincolnshire Digital Team, carrie.cranston@nhs.net

What was the problem?

Remote access to clinical solutions was required, such as SystmOne, EMIS, Lexacom, DXS, and Label trace to allow for the day-to-day running of practices during the period of remote working.

- SystmOne – A centrally hosted clinical computer system, which is used by healthcare professionals in the UK predominantly in primary care.
- EMIS - EMIS Health, supplies electronic patient record systems and software used in primary care, acute care, and community pharmacy in the UK.
- Lexacom - Quickly dictate, transcribe, and dispatch documents with an accurate digital dictation system.
- DXS – DXS International provides NHS approved clinical support solutions for clinicians and patients to improve outcomes, reduce costs, and save lives.
- Label Trace - A low-cost solution, which uses the patient data held within a system, and can be accessed directly from the consulting screen. Within two mouse clicks Label trace prints a set of labels, which are delivered in seconds.

What was the solution?

The Primary Care and Digital team and the IT provider first needed to identify which solutions were required by which practice staff members, and then work through the various issues to access.

Constant communication was made with practices to make them aware of progress and support them through the new way of working. Once remote access was provided, practices were supported throughout to ensure this worked efficiently. Any issues were escalated and resolved as quickly as possible.

- 14 SystemOne Practices have been provided remote access;
- 5 EMIS Practices have been provided remote access; and,
- 1 Practice has full remote access to DXS with all other practices in the process of migration.

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