

# Patient Online (POL) & Electronic Prescription Service (EPS) – Benefits to Patients

June 2018



# Agenda

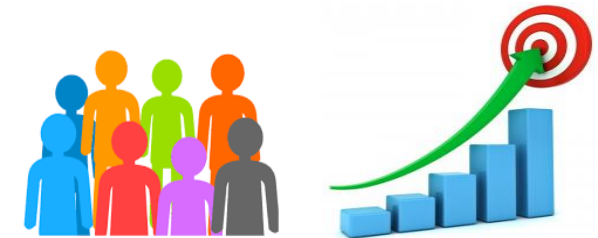
❖ Patient Online Services (POL)



❖ Electronic Prescription Service (EPS)



❖ How can patients help utilisation POL & EPS?



❖ Summary



❖ Questions



# Patient Online Services (POL)

❖ What are Patient Online Services?



❖ How do I register for Patient Online Services?



❖ What are the Apps/Web Portals available?



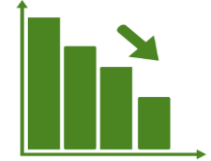
❖ What if patients cannot/do not want to use Online Services?



# Patient Online Services (POL) – Benefits to Patients & GP Practices

## Patients

- ❖ Empowered patients: 24/7 access, ability to book & cancel appointments, reduction in travel time
- ❖ Reduction in: telephone calls to the practice, patient DNA rates (➡ more appointments available) & unnecessary appointments
- ❖ Increased patient satisfaction & wellbeing



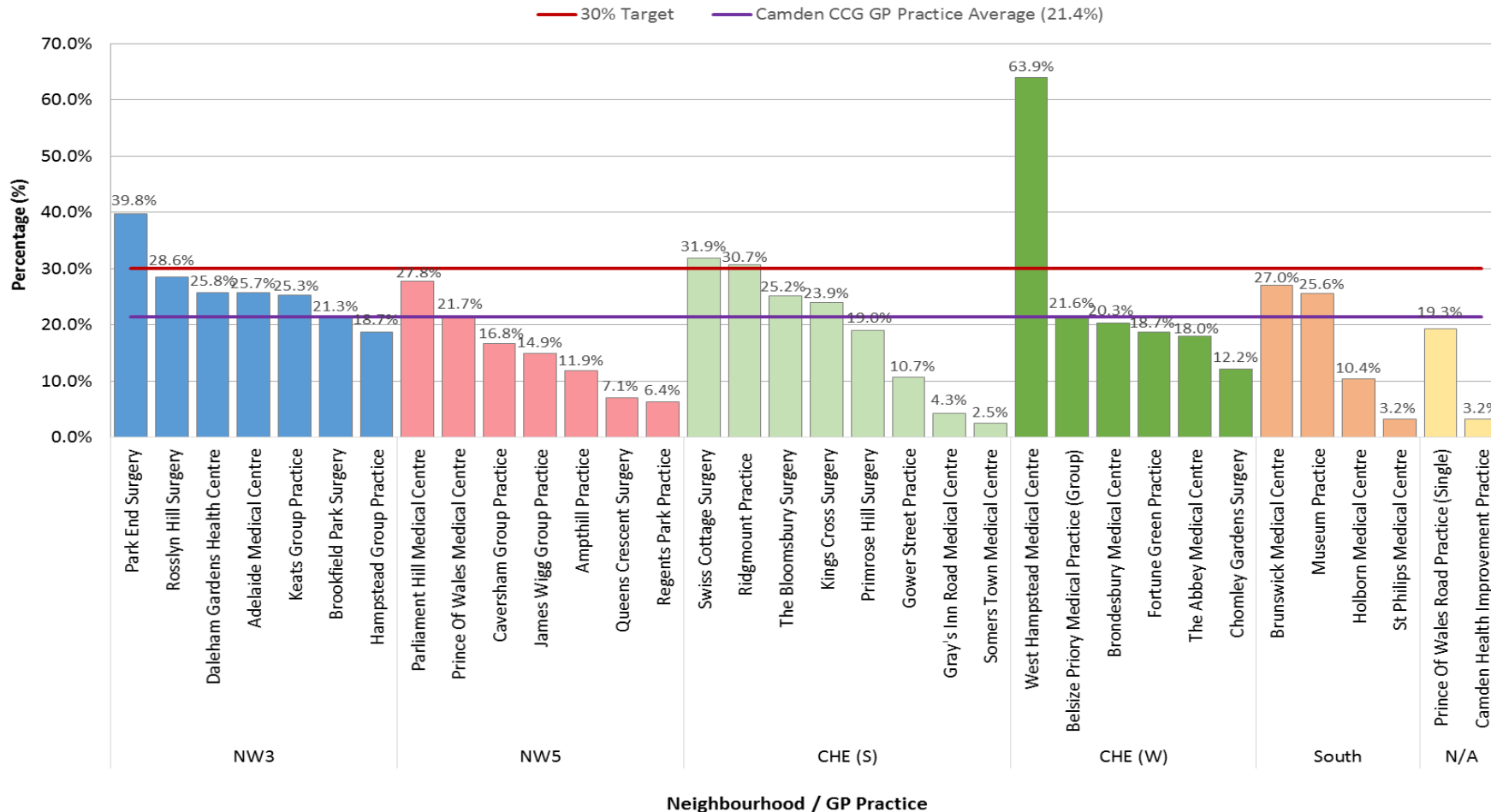
## GP Practices

- ❖ Increased operational efficiency – admin/receptionists time freed up
- ❖ Reduction in errors – better audits
- Case study: benefits of online test results – saves both patient time & practice administration/clinical time



# Patient Online (POL) – June 2018

**Percentage (%) of Registered Population with a Live or Active Patient Online Account by GP Practice (Clustered by Neighbourhood)**



**Averages (June 2018):**  
Camden CCG = 21.4%

NW3 = 26.4%

NW5 = 15.2%

CHE (S) = 18.5%

CHE (W) = 25.8%

South = 16.5%

N/A = 11.3%

➤ National NHS England target 2018-19 = **30%**

# Electronic Prescription Service (EPS)

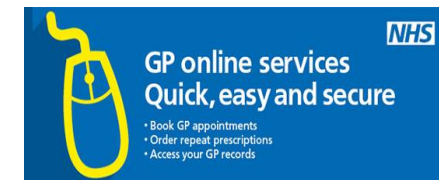
❖ What is EPS?



❖ What do patients need to do to use EPS?



❖ How can you nominate or change a pharmacy nomination?



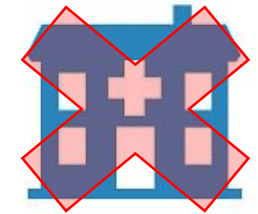
❖ What if patients do not want to use EPS?



# Electronic Prescription Service (EPS) – Benefits for Patients & GP Practices

## Patients

- ❖ You don't need to go to the GP practice to collect your prescription or bring a piece of paper to the pharmacy
- ❖ You may not have to wait as long at the pharmacy (your prescription can be prepared before you arrive)
- ❖ Dispensing errors are less likely – pharmacists don't have to re-type information from a paper prescription



## GP Practices

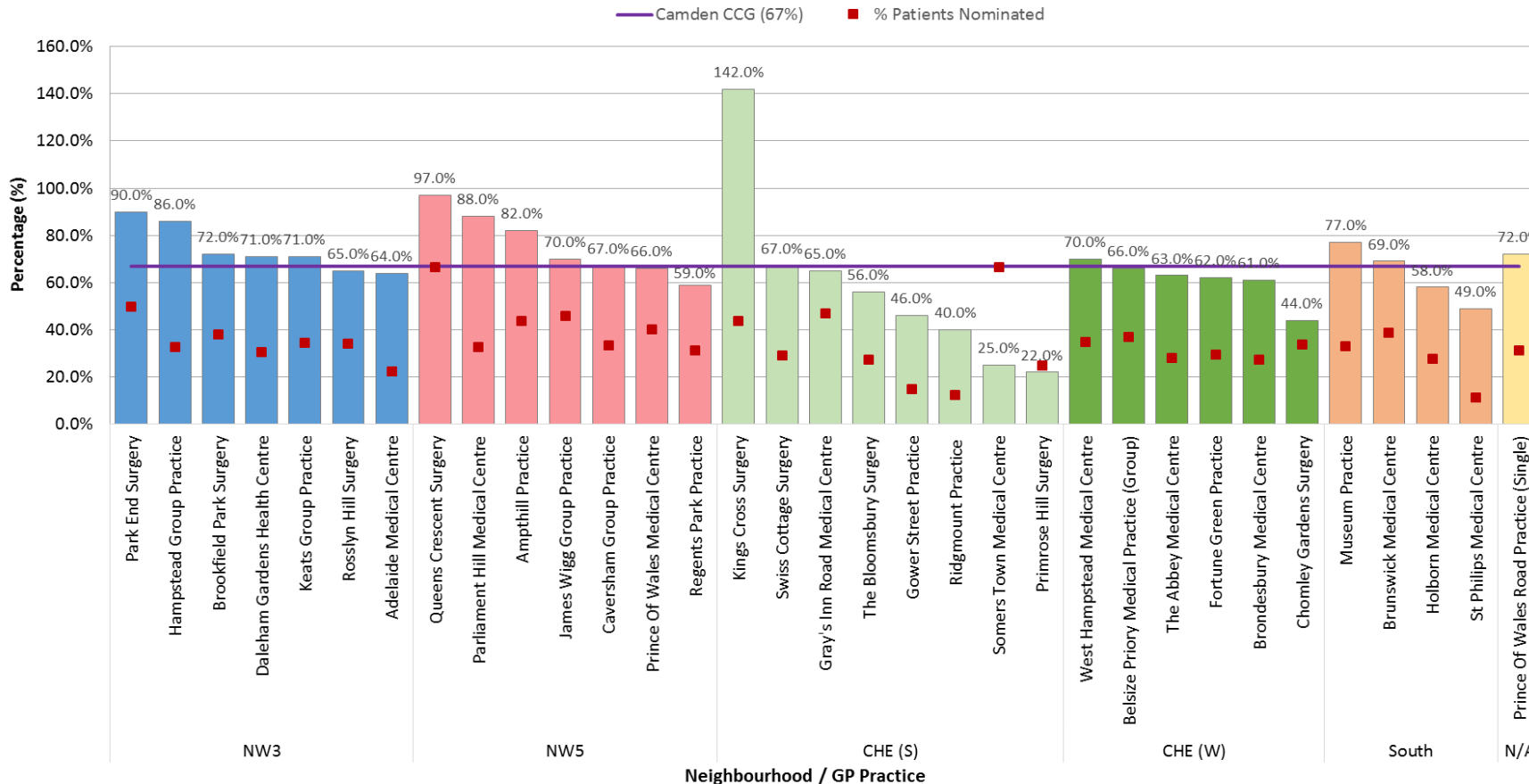
- ❖ The practice can process prescriptions more efficiently freeing up clinician & reception time
- ❖ Improved record keeping – prescriptions don't need to be re-printed & the practice can see if your prescription has been collected



# Current EPS Utilisation – Mar 2018

❖ Camden CCG currently **15<sup>th</sup>** out of 32 London CCGs.

Percentage (%) of EPS Utilisation by GP Practice (Clustered by Neighbourhood)



**Averages (Mar 2018):**

England = 61.7%

London = 67%

Camden CCG = 67%



# Increasing Patient Utilisation of POL & EPS

❖ PPG promotion – patient champion & the role of CPPEG



❖ Increase awareness & education



❖ Register in-practice



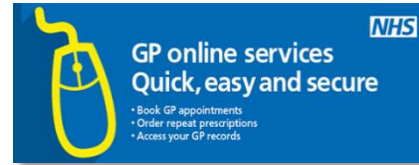
❖ Pharmacy nomination

❖ 'Go digital'



# Summary

❖ What are POL & EPS?



❖ How do you register for POL & EPS?



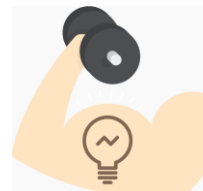
❖ What are the benefits of POL & EPS?



❖ The role of patients in utilising POL & EPS?



❖ The 'power of the patient'



# Any Questions?

