



# SharetoCare Update

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# Empowerment

“Allow service users to interact with health and social care services in the most suitable and comfortable method for them as an individual”

- Use technology to streamline processes and free up resource to support those in most need
- Ensure people have access to the information they require to support their individual needs in a format and using a method that they can use

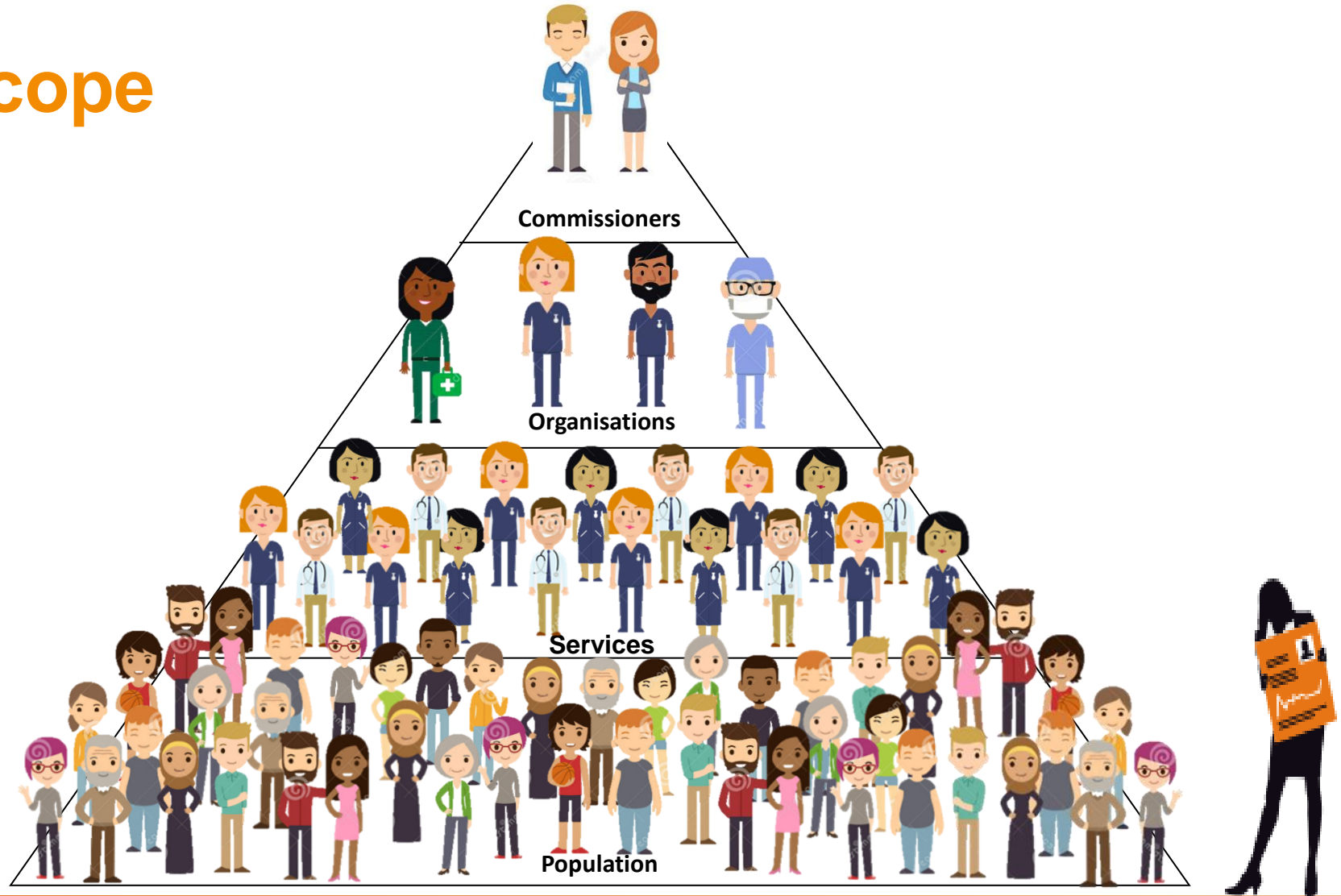


# Our Vision

- All Organisations will agree to share information to ensure that the right information is in the right place at the right time, for the patient, the care professional and intelligence purposes.
- All staff will be able to securely access the systems and information they need to deliver care from any Health and Social Care location.
- Health and Social Care Professionals will have access to the information they need to support decision making at the point of care
- People will be supported to access and interact with services in a way most suitable to their individual needs
- People will have visibility of their own Health and Social Care record, with the ability to update and share as required.



# Scope



# Supporting People

# Text Messaging

- Keeping Patients Informed
- Appointment Reminders (avg. 45,000 per month)
- Appointment Cancellations (avg. 1,250 per month)
- Campaigns and General Notifications
- Widening to services outside of GP Locations



# Patient Call



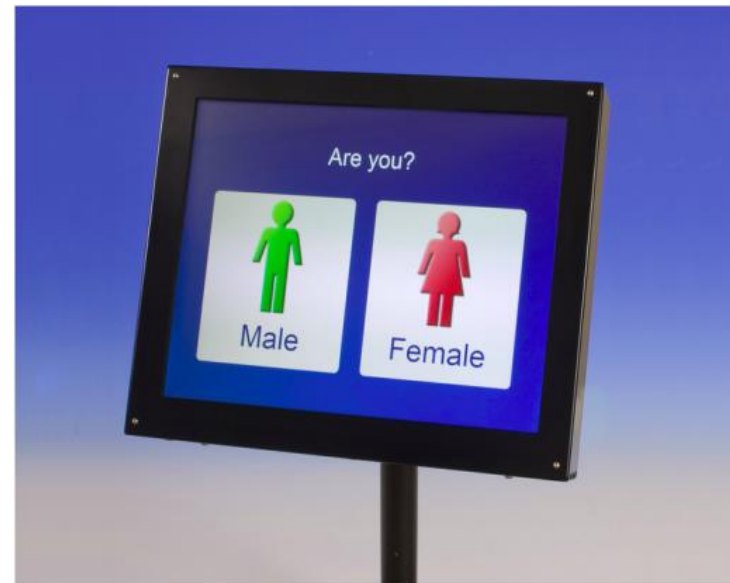
# Patient Call

- Audio/Visual Calling
- Campaigns and Information (Choose Well/Antibiotics)
- Standardisation across all practices
- Improvement on existing Notice Boards





# Patient Check-in



## Patient Check-in

- Smooth flow of patients through the practice
- Ensure receptionists free to deal with those in more need
- Additional functionality for keeping records accurate
  - Contact Details
  - Friends and Family Tests



# Patient Online

- NHS England Initiative
- Currently 31,000 Wigan Borough Patients use
- Part of GP Contract
  - Appointments
  - Prescriptions
  - Summary Record
- Expanding to Detailed Record
- Support Practices with switch on, understanding and expanding utilisation



# Assistive Technologies

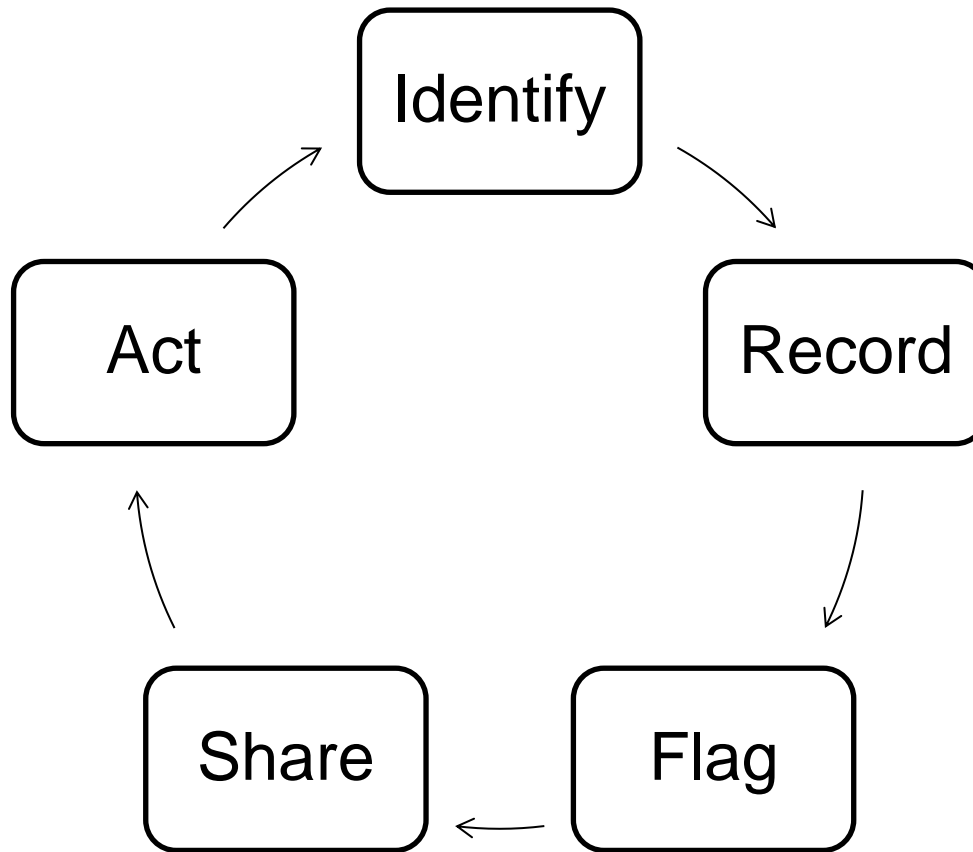
- Helping individuals take control of their own Health and Wellbeing
- Initial Pilots underway
  - Supported Living
  - Care Homes
  - Wider Population Cohorts
- Remote Monitoring
- Video Consultations and Support
- Wearable Technology
- Driven by People and Services, supported by Technology





# Supporting Professionals

# Sharing for Care Purposes



# Shared Record Progress

Bridgewater Leigh Walk in Centre  
5 Boroughs Partnership Pharmacy  
GP Extended Access Service

WWL Hospital Pharmacy  
WWL Hospital Emergency Care  
Bridgewater GP Out of Hours Service

Wigan and Leigh Hospice  
WWL Hospital Palliative Care Team  
Bridgewater Allied Healthcare Professionals

St Ann's Hospice  
Integrated Safeguarding and Public Protection Team  
Bridgewater District Nursing

Bridgewater MSK CATS Service  
5 Boroughs Partnership RAID Team  
5 Boroughs Partnership Wigan Assessment Team

Local Authority Early Intervention Team  
Local Authority Hospital Team  
Local Authority Locality Teams

WWL Hospital Mortuary  
WWL Hospital Clinical Ward Managers  
WWL Hospital Anaesthetics

Local Authority Initial Assessment and Out of Hours Teams

Safeguarding Teams  
CCG Continuing Healthcare Team



# Fair Processing Notice

- What information is being collected?
- Who is collecting it?
- How is it collected?
- Why is it being collected?
- How will it be used?
- Who will it be shared with?
- What will be the effect of this on the individuals concerned?
- Is the intended use likely to cause individuals to object or complain?





**Any Questions?**

**Thank you for your time**