

eLGs – Hosted Electronic Lloyd George Platform

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Background

While Lloyd George notes are not used in day-to-day patient consultations, it's obligatory for practices to keep them as they are often required by GPs when reports are written for solicitors, insurers and so on, and access to historical patient information is needed. These records follow a patient around from practice to practice so keeping everything is seen as good information governance policy

Digitisation and removal of the Lloyd George notes is a logical step given it's the only area not computerised within most GP surgeries. The benefits are immediate: practice efficiency and space realisation. Removing racking systems for notes means more room available for clinical care. This is crucial as GP practices take on more patients, counselling services, GP registrar training, and some work from secondary to primary care.

Once scanned, it is necessary to sustain electronic records over time as a valued corporate asset, in a manner that retains their reliability and integrity for as long as they are required, preserving their value as a corporate record. This will include prevention of changes to the content or context to retain authenticity, and continued maintenance in an appropriate format to retain accessibility.

eLGs - Hosted Electronic Lloyd George Platform

A typical practice has, on average 10,000 Lloyd George wallets. The average wallet size is 80 pages, ie. an average of 800,000 pages per practice. Once digitised (duplex mode), these records will need c.54Gb of storage (assuming the records are scanned in monochrome, ie. not colour or greyscale). It is worth noting the essential requirements for storing and managing electronic LG records:

1. **Storage & Management** – the ability to store and manage a record, and to maintain its integrity as an authentic representation of a business action or decision, and its relation to other documents via a hierarchical structure;
2. **Access & Navigation** – it must be possible to readily locate and access anytime the information from anywhere, using appropriate search functionality – documents and related metadata – and viewing tools for rapid navigation through scanned records;
3. **Metadata & Classification** – it must be possible to establish the properties of the record: who created the record, during which business process, and how long the record is to be retained;
4. **Life-Cycle Management** – the ability to consistently manage the retention and disposition of electronic records, retaining what should be kept and flagging disposal of what should not;
5. **Data Security** – secure data storage including backup and disaster recovery;
6. **Access controls** – ability to restrict access levels;
7. **Export & Sharing** – sharing records with other agencies, including patient moves between practices;
8. **Audit** – full and detailed auditing of all activities during the document lifecycle;
9. **Compliance** – compliance with legislation is no longer an option – the availability and access of information lays it open to misuse and abuse: BS10008, GDPR, Fol, etc.
10. **Electronic Discovery** – locating and analysing all data within an organisation is a vital part of ensuring compliance with legal or regulatory requirements. With penalties for non-

compliance calculated as a percentage of turnover, there's no room for complacency or error. Organisations need to know what they hold, where it is, and its impact on the business.

The hosted Electronic Lloyd George (eLGs) platform delivers an online health record storage and retrieval service to general practices via an Electronic Document Management System (EDMS) to securely store, manage, and electronically deliver the digital Lloyd George records, ensuring quality and cost efficiency at all times.

eLGs will release much needed space for clinical activities, improve efficiency, enhance the availability of patient information for medical and support staff, and remove the substantial costs and risks associated with physical records management in primary care. The service has been enhanced and is offered as a hosted managed service in partnership with UKCloud who provide the secure Private Cloud infrastructure.

With paper, notes would be requested, a receptionist dispatched to find and deliver the files, and then a GP would have to unravel pages of crumpled and dusty sheets to locate the section required, with everything then put back afterwards. Furthermore, practice staff would have to photocopy pages for reports and also send files to its local health authority when patients changed surgeries. A typical GP practice may spend half a day per a week moving and copying files which, over a year can work out to c.£2,000 in admin costs. With eLGs, everything is available online. If a record is to be sent to any external agencies/parties, there is no need to print – the data can be exported using encrypted discs, or shared via an online portal.

In addition to the financial, space and information access benefits, the e-LG solution is simple to administer, removes the risk of paper being incorrectly filed, improves the working environment as clutter is removed, and preserves information as digitised content removes the issue of paper deteriorating over time. Ultimately it allows staff to focus on offering better customer service rather than wasting time on non-productive administrative tasks.

The eLGs solution perfectly addresses today's drive for efficiency, cost reduction and improved service in the NHS – all the things that the Government's QIPP agenda is pushing. It is secure, easy to set up, cost effective and crucially an operational cost rather than a capital one which makes budgeting straightforward.

eLGs Solution

- **Hosted Platform**
 1. Life-cycle management of all digitised records, including retention and disposal in compliance with BS10008 guidelines.
 2. Portal Access – Access to the on-line eLG portal, will be given to all authorised users of the system - users can only access documents for patients from their own practice, using laptops, desktops and mobile devices;
 3. Training – our Training Team will ensure all authorised users are trained on the system to the appropriate levels. Training is via an “on-line” module, accessible by all users with a user name and password for eLGs.
 4. System Availability – We will guarantee at least 99% availability during normal practice hours, (Mon – Fri 08:00 – 18:00 including Bank Holidays).
 5. Reduce costs by eliminating the purchase of hardware and licensing
 6. Secure cloud platform optimised for public sector and fully aligned to the NCSC 14 Cloud Security Principles and subject to regular technical CHECK tests - compliant with GDPR/UK DPA 2018 (CISPE certified), the Network and

Information Security Directive (NIS) and the new NHS Data Security and Protection Toolkit.

7. Connect via the DDoS-protected internet, PSN, N3/HSCN
8. Service Desk and Support – Our Service Desk is available during normal business hours, to all system users, for fault and issue reporting.
9. Data Storage and Back-up – All scanned data is stored securely within our data centres. The data is subject to our strict data back-up regime which ensures that in the event of a loss of data, systems and data will be fully recoverable.

- **Setup**

Each practice is setup with an account in the system. A nominated practice administrator will be able to setup user accounts for the practice – upto 5 user accounts per practice. The initial setup charge is £450 (+VAT) per practice. For a group of practices (eg. under a CCG) with more than 6 practices, the initial charge is waived. Each practice must provide its formal name, GP Practice Code, address, a designated administrator, and a full list of its patients along with the patient demographics: NHS No., First Name, Surname, Gender, Date-of-Birth, Post Code

- **Online Access**

Each user in a practice will be able to access the system using a standard internet browser accessed via a desktop icon. There is no need to install any client software in the practice. Once logged in, the user will search for and select a patient. The eLGs portal displays four chapters: summary reports, continuation cards, results and letters, to make it easier for the user to navigate through the digital record and display the required document via an integrated document viewer. The system is intuitive and typically requires about 10 minutes of (online) training to use.

- **Legacy Records**

The digitised legacy (existing) LG records, scanned elsewhere, will be bulk uploaded into the eLG system at no charge to the practice. The delivery and format of the scanned records must comply with the following guidelines:

- One LG record per patient – with an average of c.80 pages per record. Note, smaller and larger records will be accommodated;
- Each LG record will include 4 or 5 sections/chapters, typically:
 - Summary reports
 - Continuation cards
 - Results or Investigations
 - Letters or Medical Record
 - Lloyd George Folder

Consequently, each patient's digitised LG record will comprise of 4 or 5 image files (PDF or TIFF).

- Each section/chapter will be digitised as one multi-page file – in PDF or TIFF format
- Each image file will be indexed using the following metadata:
 - Patient's NHS No.
 - Patient's Surname
 - Number of pages
 - Scan date
 - Section/Chapter
- An index file (CSV or XLS, named using GP Practice Code) containing one line for each image file as follows:
Full-FilePath-Name.PDF, No.-of-Pages, Scan-Date, NHS-No, Section

- **Business as Usual**

Business as usual includes day-forward processes, typically patient moves:

- **Inbound Patient** – new patients registered at a practice;
- **Outbound Patient (Deductions)** – patients who move to another practice. Note that the practice a patient moves to may or may not be using eLGs, and may be using a different GP Clinical IT system;
- **Deceased patients**

eLGs includes facilities for managing patient moves. Following training, the practice administrator will be able to carry out the patient move services:

- **New patients** – the records may be scanned in-house or outsourced. If scanned in-house, the administrator will be able to upload the records to the hosted platform where a eLGs service will process and commit into the eLG system. If the scanning is outsourced, the external service provider will electronically transfer the scanned records to the eLG platform for auto-upload – the scanned data must comply with the guidelines described above. There is no additional charge for the upload service which will be fully audited – note that if scanned externally, there will be a scanning charge;
- **Outbound Patients** – an administrator will be trained to use the eLGs Export/Share facility. There are two options available:
 - **Export** – once a patient is selected in eLGs, the user can export the patient's electronic LG record (one file per section/chapter, or one file containing all sections/chapters) along with the accompanying metadata. This data can be copied onto an encrypted USB or DVD and sent to the patient's new practice;
 - **Share** – a new CCube sharing portal has been developed to comply with NHS requirements for scrutiny and audit. A patient's record can be packaged as above (for Export). Instead of sending it out on a mobile storage device, it is uploaded onto a secure, hosted platform and the receiving practice is notified by email which includes an encrypted link to the sharing portal. When the receiving practice clicks on the link (following authentication), they will see a list of the patients who have moved to their practice – they can access and view the patient records and download these to their own servers. This process is time-limited and strictly audited.

There is no additional charge for patient moves. Note that new patients' records received in will incur a small storage charge – included in the annual service cost

- **Contract Period**

The minimum contract period is 3 years, renewable annually after 3 years.

- **Contract Exit/Termination**

A minimum of 3 months' notice period is required if a practice wishes to terminate the contract (after the minimum contract period). On termination, all the LG records for the practice will be exported out of eLGs and returned on an encrypted hard drive to be provided by the practice. There will be no charge for this service.

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