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## Welcome



By Dr Charles Gutteridge, National Clinical Director for Informatics

I am very pleased to see such a great set of challenging and interesting contributions from our clinical leaders in this issue of Clinical Connections.

Everything we do should be for the benefit of patients and their families and I think these articles about leading change are inspiring and show that change is possible at the frontline of care, even in challenging times.

A big well done to everyone in all the teams who have made these changes possible.

## Ensuring a safe passage

## Improve your IT skills

The [NHS IT Skills Pathway](#) offers training and tools that are suitable for everyone, whether you have basic or advanced IT skills. They are available free of charge to all NHS staff. To find out more visit the [IT Skills Development programme](#).

**“You’ve got to go for it!” says GP**



Dr Hampson, a GP user of the [Electronic Prescription Service](#) (EPS) in Bury, says there are significant benefits to be gained from using EPS Release 2.

“We’ve managed to get all



staff on board; they are actually finding themselves that they are saving time,” reports Dr Hampson. He adds the key to their success is their close relationship with the neighbouring pharmacy.

For more useful insights, [watch Dr Hampson's video.](#)

### **By Dr Susan Hamer, Director of Nursing, Midwifery and AHPs**

All clinical leaders need to be able to respond to changes in healthcare in the context of a changing political, professional and technical environment. Some of the challenges are familiar and some are new but the increasing role of information and technology requires some very different ways of thinking about the future of services.

It all too easy to think about clinical informatics as one of those challenges which falls in the 'new' category but we now have many organisations and programmes of work where the systems are well established and much has been achieved. For these areas of work the leadership challenge is not so much about service transformation but about securing the safe passage of well established processes and their associated outcomes from one organisation to another. [How to achieve this?](#)

## **GP leadership in the new NHS**



**By Dr Maureen Baker, GP and Clinical Director for Patient Safety**

Unless you have just returned from a trip to another planet, you will be well aware that things are changing in the NHS. Some organisations are being phased out and new structures are being phased in. The aim is to achieve a more responsive and effective NHS geared to the needs of patients as opposed to those of institutions.

The reforms will have major implications for GPs in particular. Across the UK, GPs have almost one million consultations with patients every working day. They organise most of the tests and referrals for patients and prescribe in excess of 800 million prescription items every year. Their comprehensive, continuing relationship with patients gives GPs, as a group, a unique overview of the needs of their patients and their local population. This means that GPs and practices must be pivotal to the new Clinical Commissioning Groups (CCGs).

**[Read more about how CCGs will be impacting the GP working environment.](#)**

## Senior nurses to update their informatics skills



All clinical leaders need to be able to respond to changes in health care in the context of a changing political, professional and technical environment. Some of the challenges are familiar and some are new but the increasing role of information and technology requires some very different ways of thinking about the future of services.

**Leadership for Informed Practice** is a strategic leadership programme designed for senior nurses and midwives. It consists of three days specifically planned to address a number of key aspects of clinical leadership and apply these to practice where information and technology will have a significant impact. It will challenge leaders to think about their current approaches to leadership and how these may need to change.

Find out **[more information or book your free course.](#)**

## Clinicians working to develop their leadership skills



The **NHS Clinical Leaders Network** (CLN) is a national, professional leadership network for clinicians in England. It is a mainstream clinical leadership and engagement network, bringing together a broad range of local clinical champions to initiate positive, transformational change

and spread good practice across the NHS.

CLN members meet in protected delivery sessions, during which they are also given direct access to service heads and national policy leads. One such example is the CLN's recently established **REAL initiative**, set up to support the leadership development of black and minority ethnic clinicians.

**[Read how the CLN can help you to increase your leadership capabilities.](#)**

## **Faculty of Medical Leadership and Management launches membership drive**



Leadership and management play a part in every medical career, which is why the **Faculty of Medical Leadership and Management** (FMLM) is bringing together the skills and input from medical students to medical directors to create an organisation to provide professional support to members with their practice so that they can provide the best outcomes for their patients.

A new UK-wide organisation, the FMLM aims to promote the advancement of medical leadership, management and quality improvement at all stages of the medical career for the benefit of patients.

The FMLM membership is for doctors, secondary-care dentists and medical students and offers a package of benefits that includes an interactive member-only website, innovative annual conference and opportunities to get involved with projects to explore improvements in IT within the health service.

Join the **[Faculty of Medical Leadership and Management](#)**

## **Sign up for free e-learning**

The transition to a modern, technology enabled NHS requires an investment in informatics education and training for all staff. To support clinical staff in this area the programme **Embedding Informatics in Clinical Education** (eICE) provides free e-learning modules for clinicians and students about:

- The importance of good clinical record keeping
- Introduction to information governance (mandatory for NHS staff)
- Clinical information systems
- The language of health: clinical coding and terminology
- eHealth: the future
- Access to information and information sharing in the NHS

The [e-learning](#) is hosted on the NHS Connecting for Health Information Governance Training Tool platform.

## Hospital pharmacies benefit from Summary Care Records



### Your emergency care summary

For the staff at Medway NHS Foundation Trust the [Summary Care Record](#) (SCR) has improved the pharmacy services in out-of-hours prescribing and the patients' safety and care by giving more efficient access to their information. The SCR provides safer prescribing by providing up-to-date information on a patient's allergies, previous adverse reactions and medications.

Penny Hartman, Medicines Management Technician, explains: "A high percentage of patients admitted to the wards are unable to provide us with all the medical information we need to reconcile their medication. It is important to ensure the correct medication is identified for the patient as soon as possible after their admission."

Read the [full article](#) on how hospital pharmacies are benefitting from SCR.

## New clinical assessment tool releasing pressure on ambulance and A&E

The Government's manifesto promised to develop a 24/7 urgent care service in every area of England, including GP out-of-hours services, so every patient can access the right local healthcare service for their urgent care needs.

NHS 111 plays a key part in delivering this 24/7 urgent care service for the NHS and [NHS Pathways](#) and its integrated Directory of Services is the underpinning technology being used in the current pilots.

NHS Pathways delivers a single clinical assessment tool that provides effective triage over the telephone in any setting taking calls from the public. This can include 999, NHS Direct, GP out-of-hours, NHS 111 and any other single point of access number in place.

With roll-out firmly underway across England, NHS Pathways is helping NHS trusts provide more appropriate care for patients needing urgent and emergency care. NHS Pathways is also contributing towards releasing the increasing pressures on ambulance services and A&E departments. [Read more](#)

## **Commissioners understand local demand and supply using NHS Pathways**

Guidance for Commissioning Integrated Urgent and Emergency Care from the Royal College of GPs recommends that clinical commissioners understand the whole commissioning process when developing strategies, to deliver “a coherent 24 hour seven day urgent care service with greater consistency, improved quality and safety, improved patient experience, greater integration and better value for the taxpayer.” [Read more on the guidance.](#)

## **Clinical Connections sign up**

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