



Empowering patients, transforming healthcare



- ✓ Remote management
- ✓ PIFU
- ✓ PROMs
- ✓ Shared Decision Making
- ✓ Virtual wards
- ✓ NHS owned

My Medical Record is an online service that enables patients to co-manage their healthcare. It allows them to connect with their care team and gain access to information about their condition, test results and clinical letters. The wellbeing of patients can be monitored using dashboards and alerts to report key data collected from wearables and tools such as care plans or surveys. The platform supports service transformation of clinical pathways which can reduce costs, save staff time and improve patient experience.

"We need to move to a world in which a citizen's patient record can be securely accessed by themselves and staff according to clinical need"

Secretary of State for Health and Social Care

Digital transformation of clinical services

Outpatient services can be difficult for many people to access and they don't always meet the needs of the patient. This often leads to high rates of non-attendance and poor patient engagement, which can lead to poor health outcomes and greater use of emergency care. These factors, in addition to an ageing population, mean that we need new models of care to meet the rising demand on services in a cost effective way.

In partnership with clinical teams we've developed digital pathways to support the remote management of patients. This new model of care can help trusts to reduce the need for traditional face to face follow-up.

My Medical Record is now in use in 25 NHS Trusts across the country. It's widely used for follow-up care in cancer but with over fifty different pathways live it can be adapted and used as part of followup care and proactive disease management across most clinical services. The service is already returning on investment for hospitals through benefit realisation for both staff and patients.

- Co-managed healthcare
- 24/7 access to support
- Reduced hospital visits
- Integrated wearables
- Service efficiencies
- Improved patient experience



mymedicalrecord@uhs.nhs.uk



[@mymedrec](https://twitter.com/mymedrec)

www.medicalrecord.uhs.nhs.uk

Digital vs traditional – what are the savings?


The platform's digital workflow allows for the removal of unnecessary outpatient appointments, replacing them with more efficient online reviews.

During an initial roll out of My Medical Record, the prostate service at Southampton replaced **1,449 outpatient appointments** with online reviews delivering over £39,000 of savings in the first year. CCGs were also able to save money through a reduced tariff; delivering a further £31,000 of savings.

Further savings

We see over **600,000 outpatients each year**. We're now looking to replace 20% of these through online reviews and other digital initiatives, such as video conferencing. Assuming the same saving profile applies for all services, this will provide £12,048,000 of savings over five years.

Further cost savings will be achieved by sending patients their letters electronically (via My Medical Record). An estimated saving of **£376,000 could be made over five years** by reducing paper, ink and postage costs. We've also decommissioned several small systems and replaced them with functionality available in My Medical Record leading to an estimated £80,000 saving over five years.



"The biggest time saving aspect is that I do not need to outcome the clinic. This would normally take me about 4-5 hours per month depending on how many patients were booked into it. I am also now secretary to a sister and cover for other secretaries in my office. I only work 17.45 hours per week and am always struggling to stay on top of my work load so this is a real help."

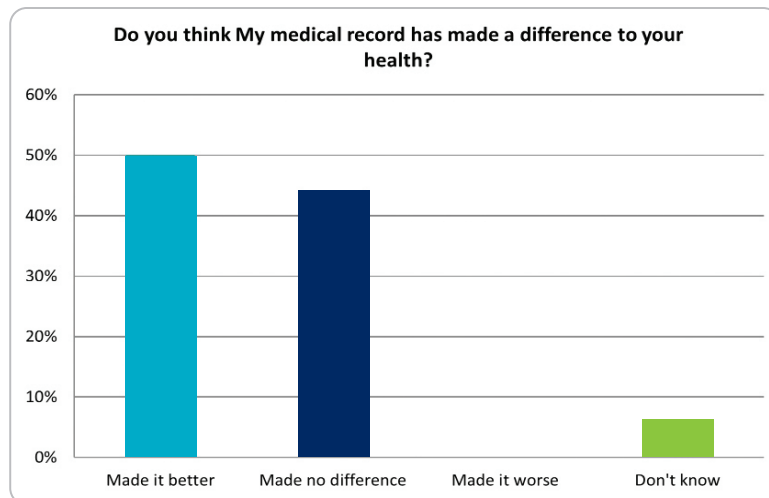
Sarah McDonald, patient pathway coordinator

The patient experience

Feedback from patients who use the platform to manage their condition has been very positive.

"With my memory not being so good, when I go to the doctors I like to refresh myself looking at letters from different doctors and surgeons. I forget things to say, but if you're in the comfort of your home, in front of your PC, just have a cup of coffee and think of what you're going to say"

Paul



"I can type a message to the team, and they get back to me within 24 hours. If I'm not sure if I have an appointment or if I have got to do a PSA test I can ask the clinical team and they let me know"

Paul

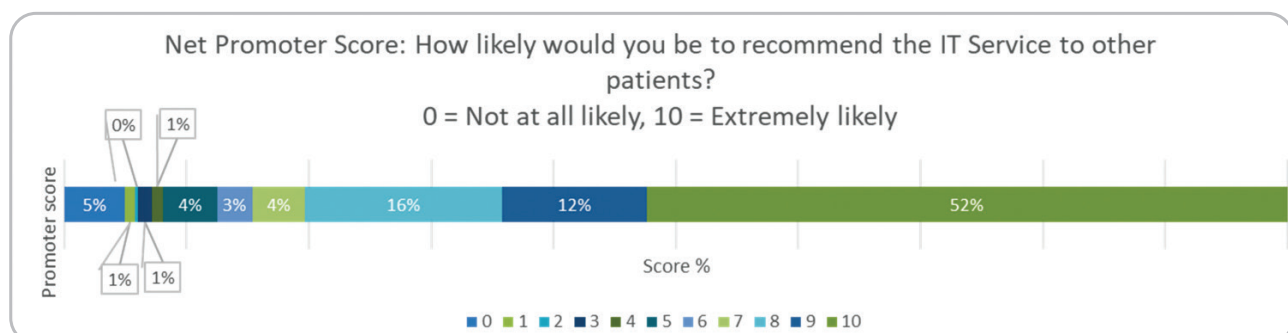


"(Waiting for my PSA results is) an extremely tense time, because so much rests on what they're going to tell you... The single biggest benefit is the relief/comfort you can get from getting results very quickly"

Eric

Being managed remotely through My Medical Record has saved prostate cancer patients **£11,644** in travel costs and **600 hours** of travel time in the first year since implementation.

Net promoter score (NPS) = 49



Improvements in patient safety

Using our clinical tracker to monitor patients has provided patient safety benefits.

"I have no doubt that some prostate patients have been 'lost in the system'. We recently discovered two patients were not followed up. We're now looking into moving all of our patients onto My Medical Record to ensure that they do not miss their PSA tests and subsequent follow-up. This is a problem nationally too, where patients do not get their PSA tests and there isn't a mechanism to track and remind them"

Vanessa Basketter, lead urology nurse



A summary example of cost vs. benefit

A hospital implements My Medical Record and moves 500 patients a year on to a digitally managed follow-up pathway.

Over five years the following benefits can be realised:

- **Over £290,000 in savings for the hospital**
- **Over £230,000 in savings for the CCG**
- **Thousands of hours saved in nursing and patient time**
- **Improved patient experience**
- **A safe method of follow-up**

The total IT costs over five years for implementation and management of My Medical Record for this example, based on existing live implementations, is estimated at £90,000.

Where is the data?

All data is stored securely within the Microsoft Azure cloud in OpenPHR, our personal health record platform built on open standards. Patients can store data from a multitude of sources including clinical systems, wearables and other healthcare apps. NHS organisations and third parties can access this data through FHIR API or multi-platform SDK with appropriate consent set by the patient.



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