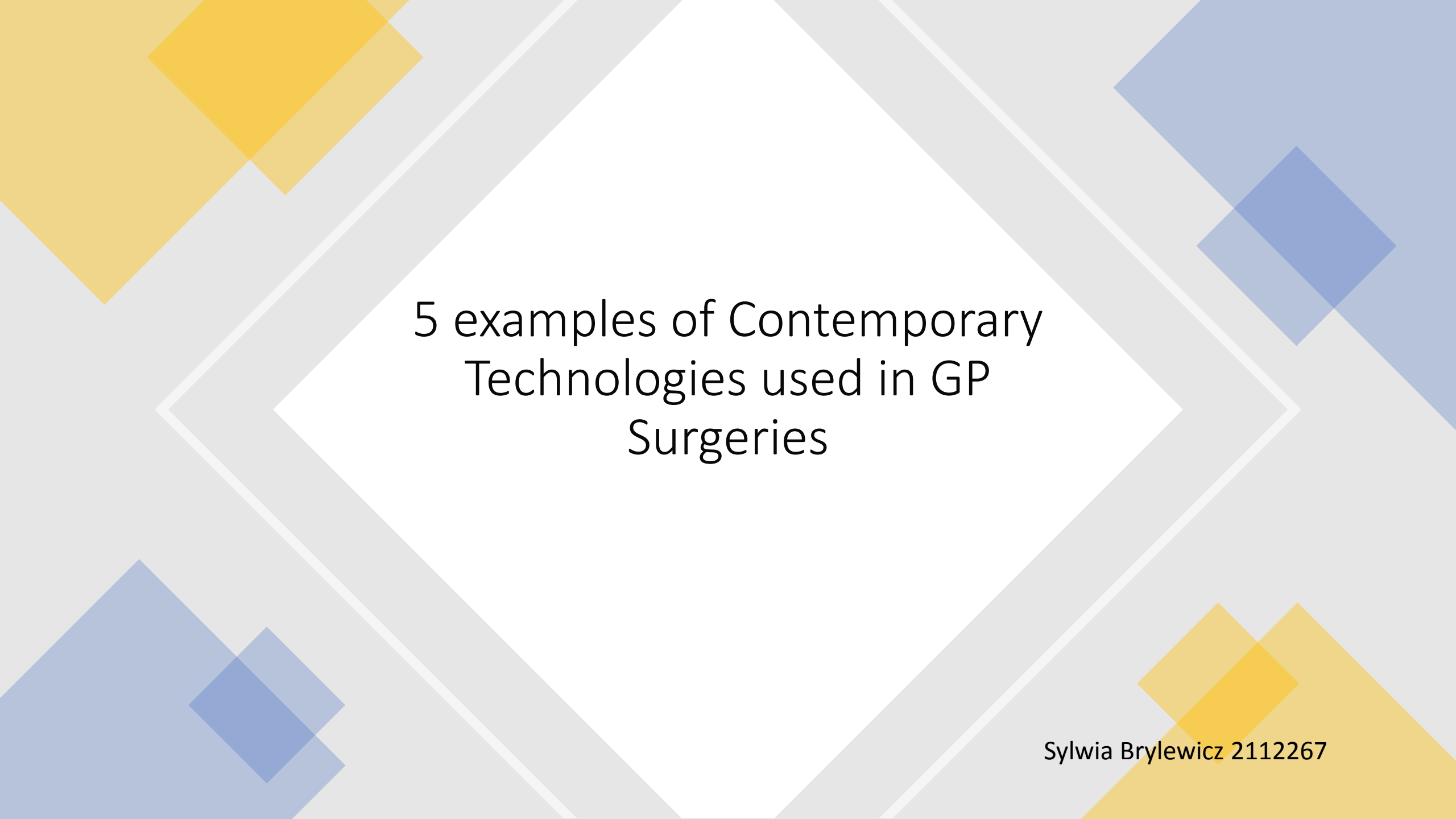


BMSW4003

- Group presentation Health and Social Care
- Digital Skills and research methods
- Lecturer Joy Botu
- Sylwia Brylewicz 2112267
- Sana Sahir ID:2113594
- Thamanna Shabnam 2115397
- Shakera La-Toya Rowe 2011492



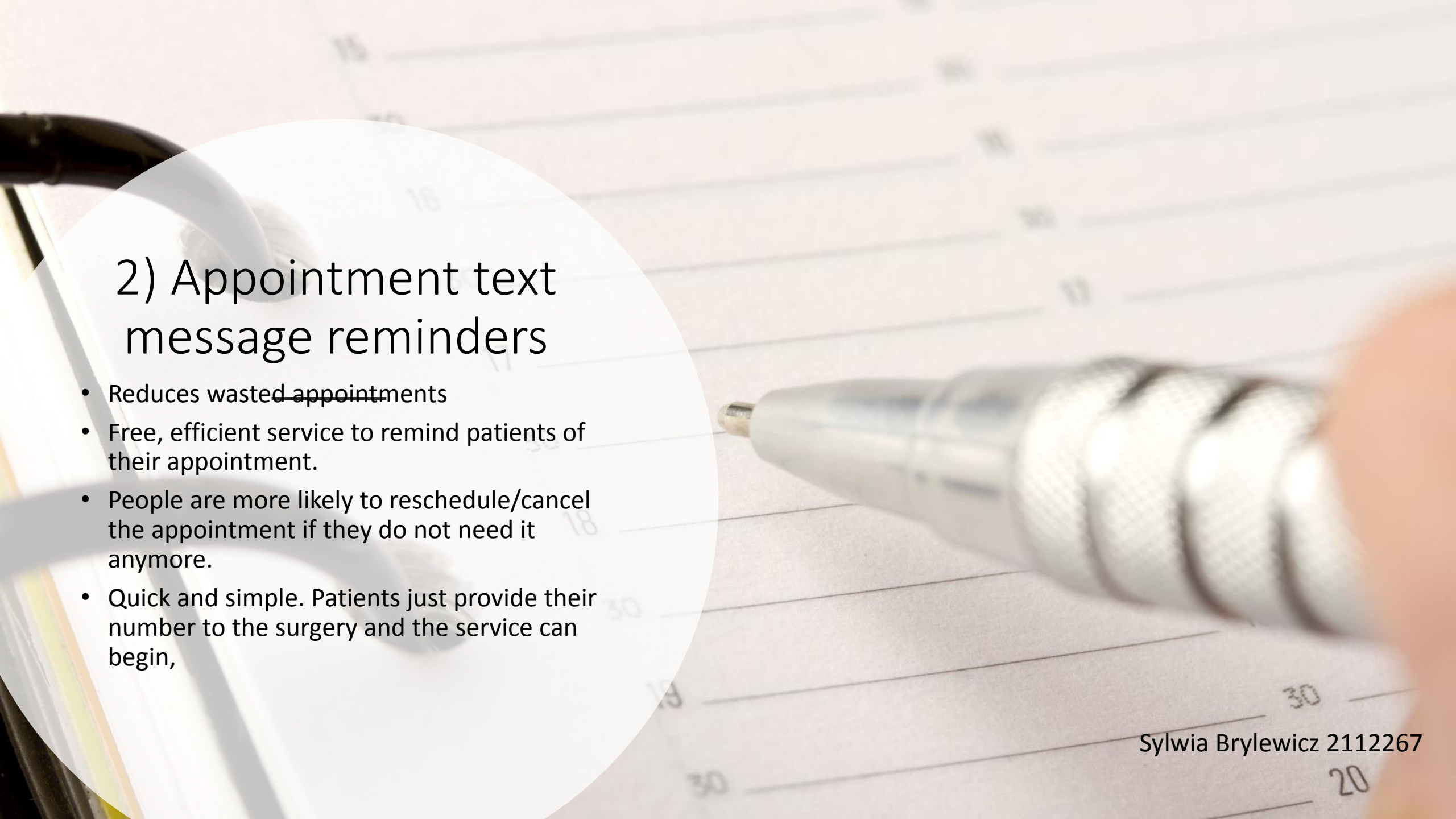
5 examples of Contemporary Technologies used in GP Surgeries

Sylvia Brylewicz 2112267

A white computer keyboard is partially visible in the top left corner, with keys like 'S', 'D', 'F', 'G', 'H', 'J', 'K', 'L', 'Z', 'X', 'C', 'V', 'B', 'N', 'M', and function keys like 'control', 'option', and 'command' visible. A black stethoscope with a silver-colored chest piece and earpieces is resting on a white surface, partially overlapping the keyboard.

1) Patient Communication

- Online appointment booking – Allows patients to schedule 24/7. Some GPs offer additional NHS-approved online services including video consultations, which help to reduce the need to travel, cuts infection risk and encourages self-care.

The background of the slide is a close-up, slightly blurred photograph of a silver and black pen writing on a calendar. The calendar grid shows dates, with '18' and '30' visible. A white circular overlay is positioned on the left side of the image, containing the title and list of points.

2) Appointment text message reminders

- Reduces wasted appointments
- Free, efficient service to remind patients of their appointment.
- People are more likely to reschedule/cancel the appointment if they do not need it anymore.
- Quick and simple. Patients just provide their number to the surgery and the service can begin,

3) EMIS

- Popular IT system used in most surgeries.
- Database containing every patient's details.
- Receptionists use it to assist patients accordingly.
- Doctors use it to write consultation notes and more.



4) Patient Access to Health Records



Relatively new



Takes the strain off employees.



Patients can access their records online



Secure login details given to them by the practice.



Much quicker – no waiting time.

5) BP monitoring from home

Elderly patients
have to have
their BP constantly
monitored.

This took up many
appointments.

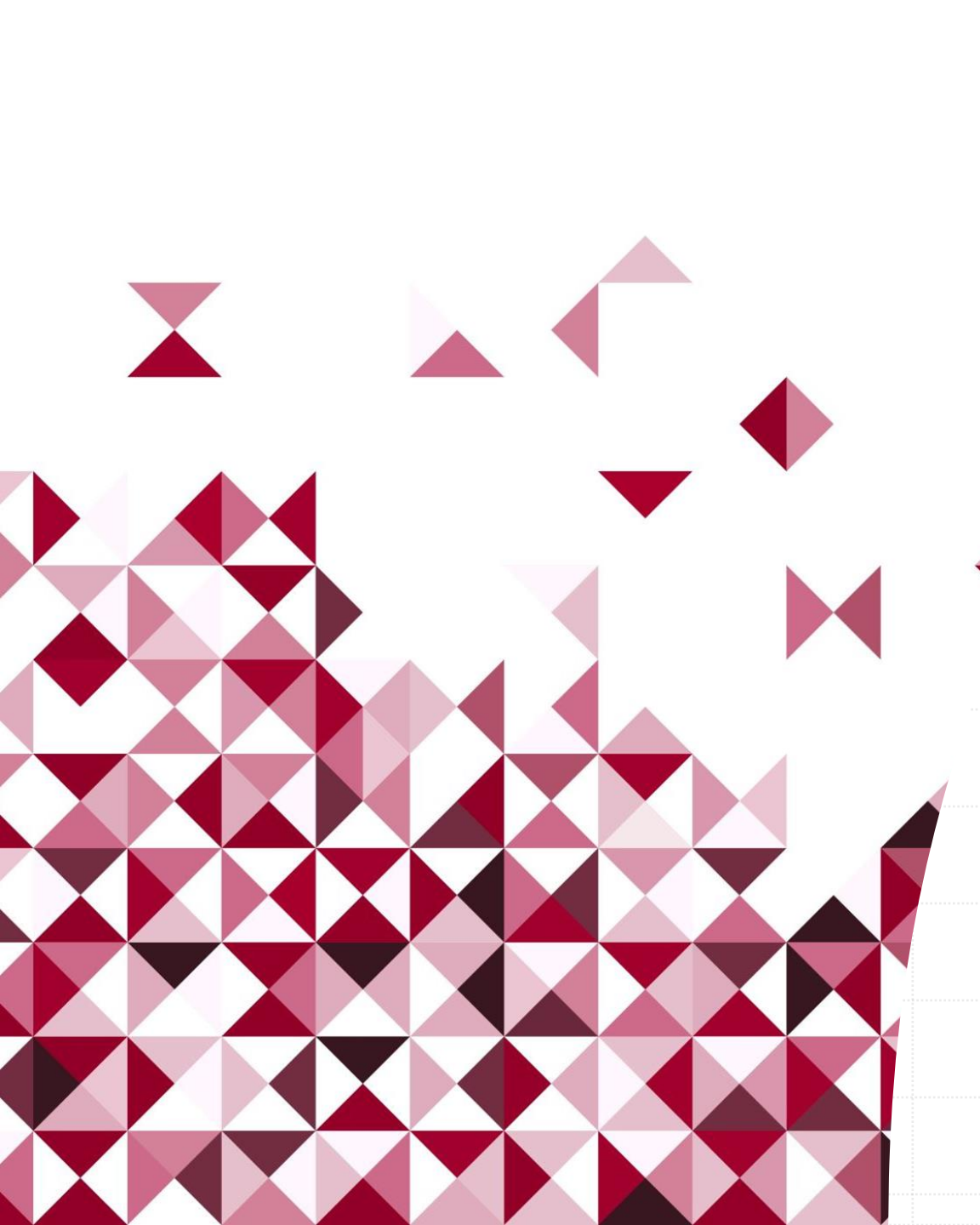
Patients can now
take a BP reading
machine home.

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Power Diary. 2021. SMS & Email Appointment Reminder Software | Power Diary. [ONLINE] Available at: https://www.powerdiary.com/features/sms-and-email-communication/?gclid=Cj0KCQIAqbyNBhC2ARIsALDwAsBhUEkyyk0cuM1sV8qD-K7y4NqIkNkL2dO5g-jjD_v2KI7VIW1FS4aApfUEALw_wcB. [Accessed 07 December 2021].



The use of technology during COVID-19 in GP surgeries

Thamanna Shabnam

Video-based communication

- Video-based communication such as Zoom calls, Facetime, WhatsApp and many more were used as a means of communication with clients and service users to avoid physical face to face contact for appointments.
- These could be accessed through mobile and computer devices.
- This option would seem convenient for some people as it would allow you to save on travel time and be able to speak to the doctor in the comfort of your own home.

Online appointments

- Many GP surgeries had switched to online appointments to deliver care at a distance to reduce the spread of COVID-19
- For example, some GP surgeries would have an app where you could talk about any health concerns and have telephone appointments to avoid face to face contact.
- Although such consultations can be done by telephone in many cases, the video provides additional visual cues and therapeutic presence (Greenhalgh, Wherton, et al., [2020](#)).
- In cases where there were physical concerns, the app would allow you to take pictures and upload them for the healthcare professional to see.
- This would then lead to a referral for a blood test or appointment if necessary.

Electronic documents

- GP surgeries had switched from paper documents to electronic documents which would allow for less contact.
- Letters were possibly sent directly through to the client's email without the need to come in to collect a referral/appointment letters

E-prescription services

- EPS allows prescribers to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.
- Prescribers can process prescriptions more efficiently and spend less time dealing with prescription queries
- Dispensers can reduce use of paper, have improved stock control, and provide a more efficient service to patients
- Patients can collect repeat prescriptions from a pharmacy without visiting their GP, and won't have a paper prescription to lose

Digital technology wellbeing and safety

- The covid-19 pandemic has resulted in the adoption of digital technology in NHS.



References

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- p. 1478–1493 Hamilton, Emma C.; Saiyed, Faiez; Miller, Charles C.; ... Austin, Mary T.
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Level 4 assessment Specification

Module: Digital skills and research methods.

Module code:BMSW4003

Student name:Sana Sahir

Student ID:2113594

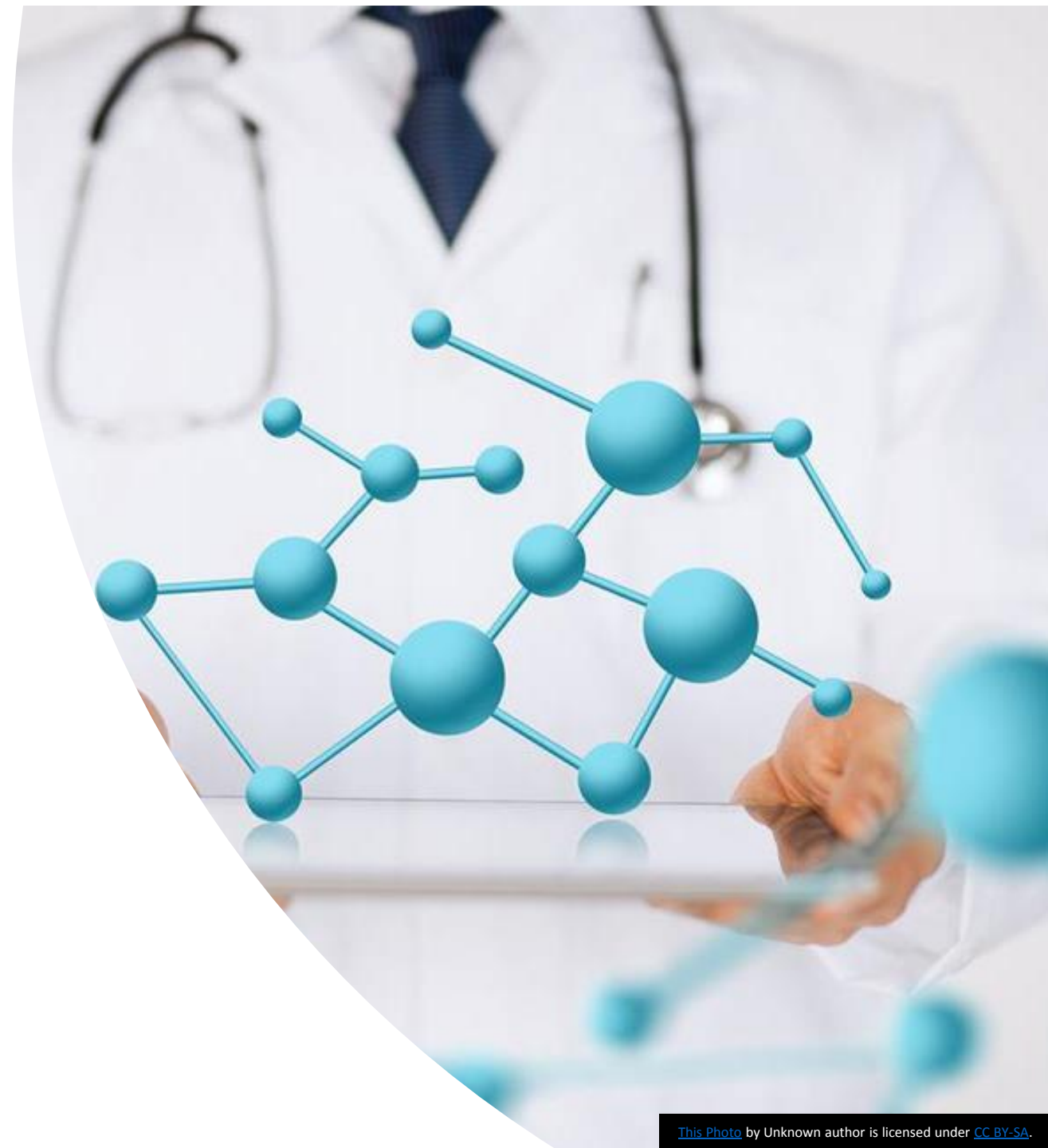
Digital technology wellbeing and safety

- Primary care in particular has seen a huge increase in remote appointments.



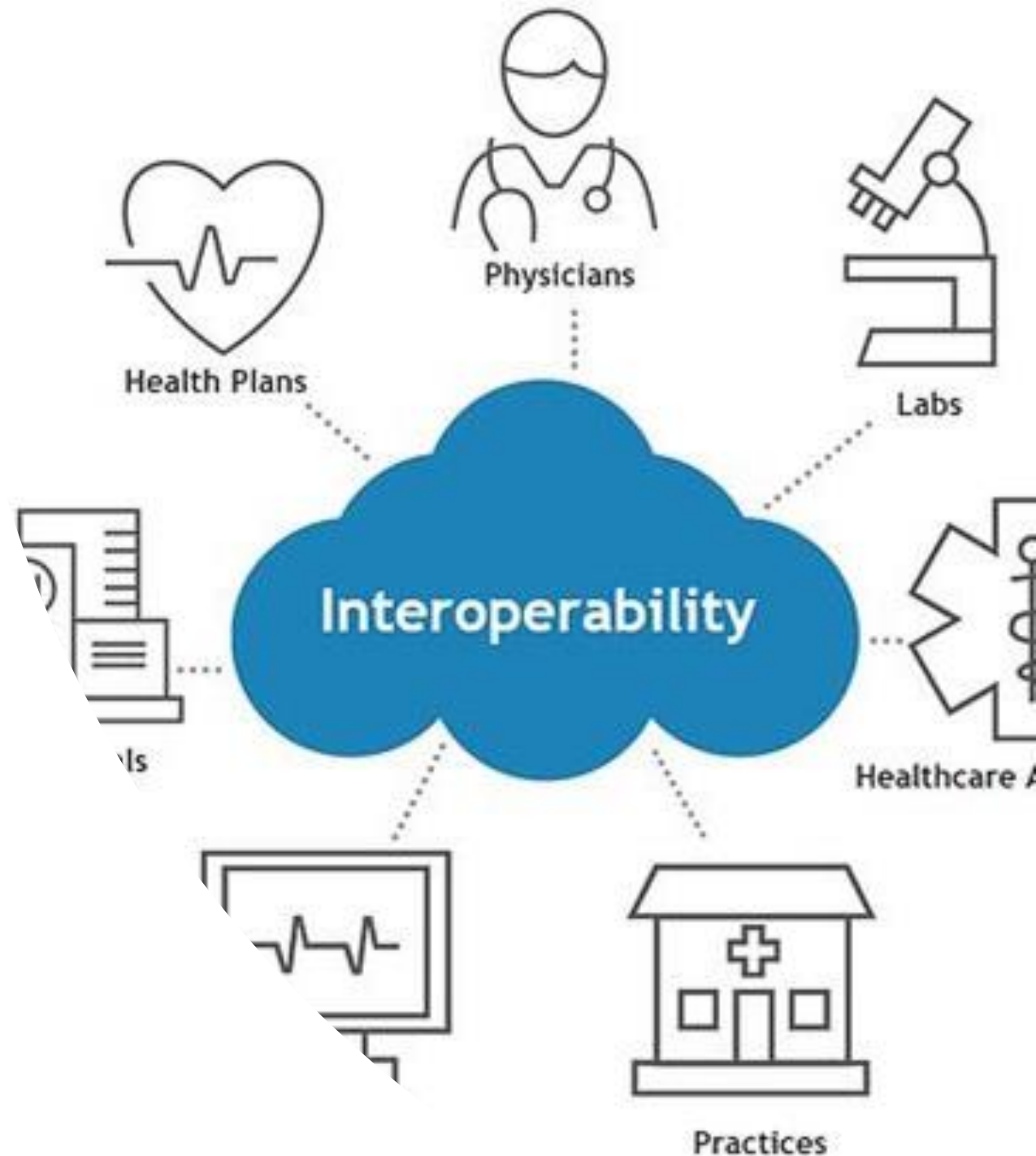
Digital technology well-being and safety

Healthcare has become more complex requiring greater use of new technologies medicines and treatments.



Digital technology well-being and safety

- A framework based on privacy transparency and interoperability will have many benefits and firms providing greater access to online services.



Digital technology well-being and safety

- Digital technology covers general practice safe system safe cultural communication patients reported problems diagnostic safety prescribing safety



Digital technology well-being and safety

- NHS digital has developed a highly secure trusted research environment that provides researchers with safe access to data.



Social media

Facebook

twitter

Microsoft

111 helpline

24 hour

Digital Platforms used in GP Surgeries

Digital patients management

digital health support for patients

Phone consultation
video calls
photo
GP on line consultation

Benefits of Being more Digital

- Improve access for disability
- Lost of hearing
- Communication need