

# THURSDAY 26<sup>TH</sup> PROGRAMME

TIME	SESSION SUMMARY – STREAM 1	SESSION SUMMARY – STREAM 2	SESSION SUMMARY – STREAM 3	SESSION SUMMARY – STREAM 4
<b>08:00 – 09:15</b>	<b>REGISTRATION</b>			
<b>09:15 – 10:00</b>	<b>EMIS UPDATE</b>			
<b>10:05 – 10:50</b>	<b>EMIS HEALTH KEYNOTE</b> Summary coming soon!	<b>CONCEPTS &amp; PROTOCOLS FOR BEGINNERS</b> <b>Ross Furlong</b> Introductory Level targeted for users who are new to Protocols and Concepts and may not have used the functionality previously. Protocols and Concepts for Beginners’ is a seminar that helps you familiarize yourself with the functionality and how you can look to use it in the future. Not only will we discover exactly what Protocols and Concepts are, we will look at how a Protocol and Concept are built. This seminar will show the Nodes that make up a Protocol and demonstrate a step by step guide to building a Protocol. You will also learn how to integrate a Concept into the Protocol and the different ways of triggering the Protocol for more accurate record keeping.	<b>UPGRADE YOUR SEARCHES</b> <b>Ali Ashcroft-Spurr</b> This is an advanced level session. Upgrade your searches, using tools you may not know exist to help you get the most accurate results. The search tools demonstrated include Order by Date, Linked feature and GP2GP check. Population Reporting searches will be built live during the session, so there should be plenty of time for questions throughout. As this is a live system, your questions could drive the session down the path best suited to you. Delegates attending this session are expected to be able to create new searches, based off different populations, use date ranges and create different types of rules to include/exclude particular populations.	<b>PATIENTS, PRACTICE MANAGERS AND GPs - HOW 3 GROUPS BENEFIT FROM DATA INTEGRATED PHONE AND VIDEO COMMUNICATIONS</b> <b>Paul Bensley and Debbie Hughes, X-on</b> We will be showing working examples of how these three groups can use the latest technology for an improved experience at a reduced cost. The option to automatically call back patients when queues are long relieves stress and patient call costs, particularly relevant to low income groups. Practice Managers can view staff availability against real time demand, alleviating pressure points by spreading the load. GPs managing triage call backs can link their activity to clinical system records. An option to switch to video mid call at last makes the technology one that enhances real life working practices, rather than a “must have” that works for neither patient nor clinician.
<b>10:50 – 11:15</b>	<b>MORNING TEA</b>			
<b>11:15 – 12:00</b>	<b>MAKING SENSE OF PRIMARY CARE APPOINTMENT DATA</b> <b>James Inslay and Steve Roe</b> NHS Digital has been publishing appointment data since October 2018 but it is ‘experimental’. The aim is to make the data as transparent and usable as possible and we will be talking to you about how NHS Digital are working with general practice, System Suppliers, NHS England and NHS X to achieve this. This session will demonstrate what it will mean for you as a practice, what it means for improving patient access and what it will mean for the national publication of appointments data.	<b>PATIENT ACCESS</b> <b>Jason Keane and Michael Corrance</b> A look at how online services are used in practice, from registering patients to a brief look at proxy access. This session will also take a look at how online services look, feel and work from a patient perspective.	<b>THE CEG MODEL PART 1, FACILITATING CHANGE THROUGH TEMPLATES, SEARCHES AND DASHBOARDS</b> <b>Keith Prescott, Jayne Callaghan and Jo Tissier</b> This session will demonstrate the suite of templates made available through Resource Publisher including embedded referral forms, protocols & alerts, support searches for practices and the interactive dashboards used by our GP Federations and CCG’s and how this is facilitated this locally with the GP practices in our region.	<b>SAFELY MANAGE PATIENT RECALL USING THE ARDENS-QMASTERS RECALL SYSTEM</b> <b>Dr Miles Carter, Ardens - QMasters</b> The Ardens-QMasters patient recall system will fully automate recalls for blood tests, hospital tests, injections, and chronic disease reviews. Receptionists are reminded what recalls are due when speaking to patients, and patients can be sent reminders when their recalls are due. This session will cover how our recall solution works and offer tips on how to implement a similar system in your own GP practice.
<b>12:05 – 12:50</b>	<b>LIFE AFTER GPES - WHAT NEXT FOR GP DATA COLLECTIONS?</b> <b>Peter Short</b> An NHS Digital clinical update on what is happening with the replacement of the GP Extraction Service from the end of 2019, what GP practices need to be aware of and when, and how changes into 2020 may start to ease the burden and responsibility for practices.	<b>SMART SEARCHES AND REPORTS</b> <b>Debbie Deeming</b> Aimed at intermediate users, this presentation includes a variety of examples that have been specifically selected to demonstrate and explain some of the key features within Emis Web population reporting including: basic linked features, wild cards, auto reports, the count function and the benefit of using order, restrict and perform.	<b>BUILDING THE ACB SCORE CALCULATOR</b> <b>Dr Jez McCole</b> Help with sensible deprescribing: using EMIS Web to calculate the Anticholinergic Cognitive Burden score automatically. This session aims to introduce you to the ACB score and to show you how to build a protocol that can calculate it as an example of a complex protocol.	<b>INVOLVING GPs IN RESEARCH TO DRIVE PATIENT OUTCOMES</b> <b>Harshvinder Bhullar, IQVIA</b> An exploration of the research opportunities available to GPs in UK primary care, with a particular focus on the benefits to patients, the NHS and the broader healthcare system. The talk will cover the ease and benefits of participating in data collection and the uses of the data to support research into improving patient outcomes.
<b>12:50 – 14:00</b>	<b>LUNCH</b>			
<b>14:00 – 14:45</b>	<b>GENERAL PRACTICE: EVOLVING UNDER PRESSURE</b> <b>Prof. Mike Holmes</b> The talk will comprise an overview of the current situation faced in General Practice as we move into the world of Primary Care Networks with a focus on positivity as well as challenges. Mike will draw on his work in various levels of the system – practice, PCN, regional workforce roles and his role at the RCGP both in the UK and Internationally. He will focus on examples of innovation from patient access to workforce composition to digital and data sharing whilst also referring to the RCGPs vision for the future of the Profession. The hope is to underline the importance of General Practice in the health and social care system but also to pose questions about what and how the Profession may need to evolve if it is to maintain its importance.	<b>EMIS-X UPDATE (EMIS ROADMAP AND DIRECTION)</b> Summary coming soon!	<b>WHAT’S NEW IN Q</b> <b>Prof. Julia Hippisley-Cox</b> This session will discuss the latest research from the QResearch database with a focus on new tools to be integrated into EMIS Web to help improve patient care	<b>SURVIVING THROUGH TRANSFORMATION, PRAGMATIC SOLUTIONS IN FRONT-LINE GENERAL PRACTICE</b> <b>Paul Bowen</b> Paul’s story of survival, from despair to transformation, to sustainability, is one that has inspired a more optimistic mood amongst the GPs and Primary Care leaders who have heard it. 5 years ago, as a GP Partner in a small traditionally run practice going through the distressingly common stresses affecting today’s general practice, Paul took the opportunity of a crisis to turn around his practice, the model of care, and the direction it was heading. Now he leads a sustainable PCN with a model of care that many practices are emulating. His journey, and the hurdles and challenges he’s encountered, make for a fascinating insight of how primary care can only really transform through leadership, behavioural change and cheesy quavers!
<b>14:50 – 15:35</b>	<b>HOW IS TECHNOLOGY SUPPORTING GENERAL PRACTICE: MEETING THE LTP AND GMS CONTRACT</b> <b>Dr. Masood Nazir</b> The session will focus on supporting practice staff and reducing burden, improving patient care, information and data use to inform demand and resource management and patient access to appropriate information. It will demonstrate how technology can support and transform general practice, and what the people who are using it think about it. Benefits and evidence, such as the reduction in the number of appointments requested, where online signposting or care navigation has been implemented, will be presented.	<b>ADVANCED FEATURES SHOWCASE</b> <b>Kathryn Hoyle</b> Advanced Level targeted for existing EMIS users who have mastered the basic use and want to learn how to utilise the system to its full advantage. This presentation will give you an insight into how the system can enhance your way of working and get the system to do the hard work for you. Kathryn will show you how, using visibility rules in templates to then be linked with protocols and concepts. These tools can be an effective way to capture patients with certain requirement or targets that need to be met without having to go and look for it. This session will also look into using linked features within searches and other hints and tips to make the most of Emis Web.	<b>SMART WAYS TO REDUCE YOUR EXPENSES IN PRACTICE</b> <b>Jennie Dock</b> This session will give attendees lots of ideas on areas they can reduce expenses in practice. It is aimed at practice managers or senior administrators, but will also be of interest to Partners. The tips will highlight ways technology and services can save you time, and focus on practical ways to ensure you are getting bang for your bucks in your spending.	<b>MEDIDATA EXHIBITOR SLOT</b> Summary coming soon!
<b>15:35 – 16:00</b>	<b>AFTERNOON TEA</b>			
<b>16:00 – 16:45</b>	<b>ENABLING INNOVATION: THE DIGITAL ECOSYSTEM FOR PATIENT-FACING SERVICES</b> <b>Kayleigh Buckley</b> This session will set out how the digital health ecosystem of national and local digital services and platforms, enabled by components such as NHS login and free public NHS wifi, is evolving. This session will focus on constituent parts of the ecosystem and how they connect for a better and more consistent patient experience and the digital ecosystem for patient-facing services.	<b>MAKING THE MOST OF AF ADVISOR</b> <b>Dr Nicholas Boeckx</b> Summary coming soon!	<b>CHALLENGE THE GEEKS</b> <b>Dustyn Saint, Jez McCole, Miles Carter and Merlin Dunlop</b> The EMIS Web uber-geeks are here to answer your questions! Do you need help with a calculation or a complex search? Is there something you need EMIS Web to do, but not sure where to start? Or do you simply want to out-geek the geeks? Come and join this interactive session. Focus: Protocols, Concepts, Templates, Searches, Reports, Calculations.	<b>SPARE EXHIBITOR SLOT</b>
<b>16:50 – 17:35</b>	<b>NHS DIGITAL PRIMARY CARE TECHNOLOGY UPDATE</b> <b>Dr. Stephen Miller</b> This session will provide a general update on NHS Digital Primary Care Technology including transition to the new GP IT Futures framework and what this will mean for practices going forward.	<b>CROSS ORG WORKING – SETTING UP A SHARED CLINICAL SERVICE</b> <b>Jonathan Bee</b> Setting up a shared clinical service.		<b>SPARE EXHIBITOR SLOT</b>
<b>17:40 – 18:10</b>	<b>AGM</b>			

# FRIDAY 27<sup>TH</sup> PROGRAMME

TIME	SESSION SUMMARY – STREAM 1	SESSION SUMMARY – STREAM 2	SESSION SUMMARY – STREAM 3	SESSION SUMMARY – STREAM 4
09:15 – 09:25	<b>WELCOME</b> <i>Vanessa Young</i>			
09:30 – 10:15	<b>THE NHS LONG TERM PLAN AND GP CONTRACT CHANGES</b> <i>Dr. Farah Jameel</i> This session will provide an overview of the digital commitments in the contract.	<b>PATIENT ACCESS FOR PROXIES</b> This session will be covering the new proxy access functionality in both EMIS Web and Patient Access. The functionality allows family members, carers to use online services on behalf of a patient, such as request repeat medication, book appointments and view medical records.	<b>TIME FOR CARE PROGRAMME</b> <i>Dr.Helena Ebbs</i> Using an in-practice real life story, this session will be discuss the impact of the Time for Care leadership training and the use of measurement tools such as Edenbridge Apex to reduce waiting times and improve the working lives of clinicians and practice teams.	
10:20 – 11:05	<b>HOW DATA AND DIGITAL CAN SUPPORT PCNS AND IMPROVE PATIENT CARE</b> <i>Dr Damian Williams</i> How can PCNs use digital and data to understand their service delivery needs and support practices with delivering better care of patients? As a jobbing GP, member of his CCG and being involved in the setup of his PCN, Damian will provide a personal perspective on what is needed to support practices and understand your populations needs in order to provide the most effective care services going forward.	<b>EMIS-X (EMIS ROADMAP AND DIRECTION)</b> Summary coming soon!	<b>EMIS HEALTH - ONLINE CONSULTATIONS SESSION</b> <i>Dr. Bhupinder Kohli</i> Summary coming soon!	
11:05 – 11:30	<b>MORNING TEA</b>			
11:30 – 12:15	<b>EMIS HEALTH - PATHWAY PROJECT</b> Summary coming soon!	<b>PATIENT ACCESS</b> <i>Jason Keane and Michael Corrance</i> A look at how online services are used in practice, from registering patients to a brief look at proxy access. This session will also take a look at how online services look, feel and work from a patient perspective.	<b>WHITHER DATA QUALITY NOW?</b> <i>Dr. David Evans</i> As time has moved on with the development of electronic medical records Dai will explore current issues their validity and accessibility. This session is for all levels and is a review of current issues and will include possible solutions.	<b>USING EMIS WEB IN PRIMARY CARE NETWORKS - TEMPLATES, REPORTING, AND BETTER SNOMED CODING</b> <i>Dr Miles Carter, Ardens - QMasters</i> This session covers how the Ardens-QMasters smart templates enable all clinicians to deliver high quality care, follow best-practice guidance, and ensure clinical data is coded in line with national and local requirements. Real-time monitoring of clinical data as it is typed helps minimise the usage of incorrect clinical codes. Our reporting module offers advanced reporting on staff activity, chronic disease management, MHRA and CQC compliant safety reports, and LCS (enhanced service) activity. Data can be displayed graphically for a single site, across a PCN, or an entire CCG.
12:20 – 13:05	<b>PATIENT-CENTRIC CONNECTED CARE</b> <i>Dr Sarah Jarvis</i> Discover how Patient Access can help solve key NHS digital targets and help practices meet their objectives, easing practice workload and enabling joined up healthcare and better outcomes for patients.	<b>CUSTOM CALCULATIONS – WHY AND HOW</b> <i>Nathan Howard</i> The session will be split into two sections looking at building smarter templates for your practice as well as custom calculations and how they are created. We want to build smarter templates in order to optimize the way we record data making it clearer for end users. If everyone in our surgeries is inputting the correct coding it makes it easier to extract this in searches. This session will look at ideas and techniques for getting the most out of your templates. The second part of the session will be focusing on building custom calculations from a basic PHQ-2 and GAD-2 to more complex calculations. Following the session, hopefully you will go away with fresh ideas and techniques that you will be implement in your own surgeries.	<b>THE CEG MODEL PART 2 TOOLS TO IMPROVE</b> <i>Keith Prescott, Jayne Callaghan and Jo Tissier</i> A demonstration of invoicing tools, prevalence improvement searches as well as some of the other clinical tools that have been built on the same lines such as prescribing safety and LTC management including reducing hypoglycaemic attacks in type 2 diabetics SMI health checks AF prescribing , heart failure management – some of these are available freely on the CEG website for EMIS users.	
13:05 – 14:00	<b>LUNCH</b>			
14:00 - 14:45	<b>PINCER – THE NATIONAL MEDICATION SAFETY PROGRAMME</b> <i>Dr David Evans and Dr Sarah Rodgers</i> The PINCER medication safety programme is being rolled out across England during 2019-20 by the Academic Health Science Network and involves a pharmacist led approach to medication safety by Root Cause Analysis. The programme can be used to fulfil the QoF requirements for Q1001 & Q1002. The PRIMIS team have been involved in the programme's development over the last decade and can guide you through its ins and outs.	<b>DATA ANALYTICS AND INSIGHTS</b> <i>Graham Downhill</i> Summary coming soon!	<b>THE HBA1C A1D</b> <i>Dr. James O'Brien</i> A look at how filing HBA1c's blood test results can be made more efficient ensuring the patient gets the right information and appropriate follow up and saves practices' time.	
14:50 - 15:35	<b>UDR/DEVELOPMENT ROAD MAP</b> <i>EMIS NUG and EMIS Health Representatives</i> Summary coming soon!	<b>SNOMED AND DATA QUALITY</b> <i>Jonathan Bee</i> Summary coming soon!	<b>INCOME GENERATION IDEAS FOR PRACTICES</b> <i>Jennie Dock</i> Ideas on how to generate income for your practice – this session will give attendees areas to explore to generate income in practice. It is aimed at practice managers and partners, or other decision makers in the practice. It will also give a brief overview of how to write a business case to bring the initiative in to the practice, with a template to start from.	