

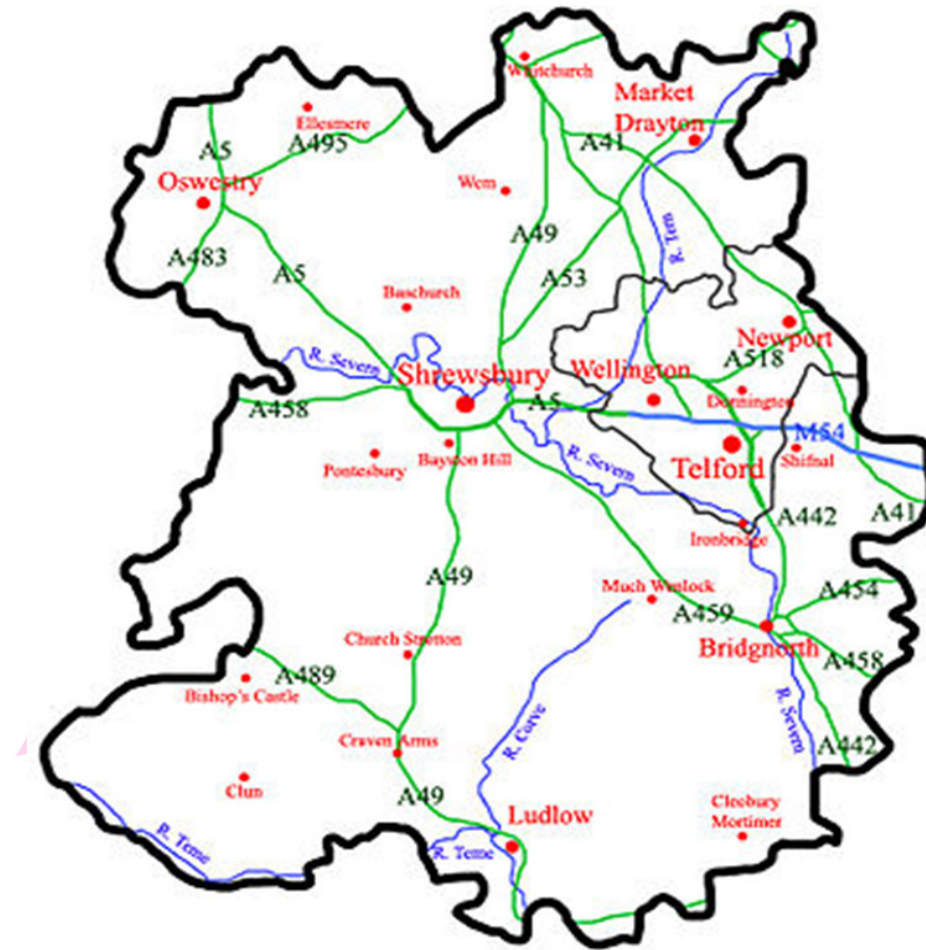
Switching from a Dose and Post Service to emailing PDF

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Shropshire Anticoagulant Services



Proud To **Care**
Make It **Happen**
We Value **Respect**
Together We **Achieve**

How our service works



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LEADERSHIP
ACADEMY



TRANSFORMING
CARE
INSTITUTE



Postal Costs of Dose and Post Service

- Each 1st Class letter is 57p
- Daily cost of post **£390**
- Weekly cost **£1,700**
- Yearly cost **£87,500**

What we needed to do.

- Approach 4s, GP liaison, SaTH IT, Pathology Business Manager
- Devise test email to check for integrity of delivery
- Devise dose letter PDF for emailing
- Keep record of who we invited into pilot
- Up date patient's email address
- Send test email to patient
- Await patient response
- Switch to email PDF as preferred contact method
- Send blood test forms to patient for future INR's

Information Governance.

The Shrewsbury and Telford Hospital 
NHS Trust

Shropshire Anticoagulant Service
Royal Shrewsbury Hospital
Myton Oak Road
Shrewsbury
SY3 8XQ
Telephone 01743 261119
Fax 01743 261086

INVITATION

Dear Sir/Madam,

We are looking to be able to offer the option to email INR results, anticoagulant (e.g. warfarin, sinthrome or phenindione) dosage advice and next INR test date to our patients.

- Patients will receive their results directly via email.
- Results will reach people far quicker than using 1st class mail.
- This means dose changes can take place earlier.
- This will also lead to significant cost savings for the NHS.

Please note that any urgent dose changes will continue to be telephoned to you as per standard procedure. An email will then also be sent to confirm that advice.

If you do not have a personal email address, but have a relative or carer who does, provided that you are happy for them to receive results on your behalf, and have signed below, we can use their address.

We are now inviting you to inform us if you have an email address to which we can send your results and dosage advice.

By opting to receive results and dose advice by email, you will no longer receive a paper copy by mail. You will be sent some blood test request forms for use when having an INR blood test. These will have the same questions for you to complete as on your current form.

You may need to mark our incoming email sender address shut.warfarin@nhs.uk as an acceptable sender.

Please note that this address will be used for outgoing emails only (i.e. from the hospital to you), with the exception of confirmation of receipt of test email. You should not use this email address to contact the hospital.

For any queries regarding anticoagulation, people should continue to use the telephone helpline:

01743 261119, Monday – Friday 09:30 – 17:30 (excluding Bank Holidays)

If you would like to receive your INR results, anticoagulant dosage advice and the date of your next INR test by email please complete the attached form. Once completed the form should be attached to your normal warfarin slip and handed in at your next visit to have blood taken.

Once we receive your completed form we will add the email address to your record. We will then send you a test email to check the email address and link, you will be asked to reply to that email and as soon as we receive your response, we will activate the email link for future results. At this point we will send you a supply of blood test forms.

PATIENT NAME – BLOCK CAPITALS

Hospital Number (on front of warfarin form).

Email address – BLOCK CAPITALS

By registering, I understand that:

- I consent to having my INR result, anticoagulant dose advice and date of next INR test sent to my personal email address or that of an approved relative/ carer
- I am no longer going to receive dose advice via the post
- I agree to check my emails within 48 hours of having my INR blood test
- It is my responsibility to inform the service of any changes to my email address
- I will request more forms when needed
- I will still receive phone calls for urgent dose changes, which will be confirmed by email.

I understand that sending this information over the internet is not 100% secure and that there is a small risk of the information being accessed during transit.

Signature



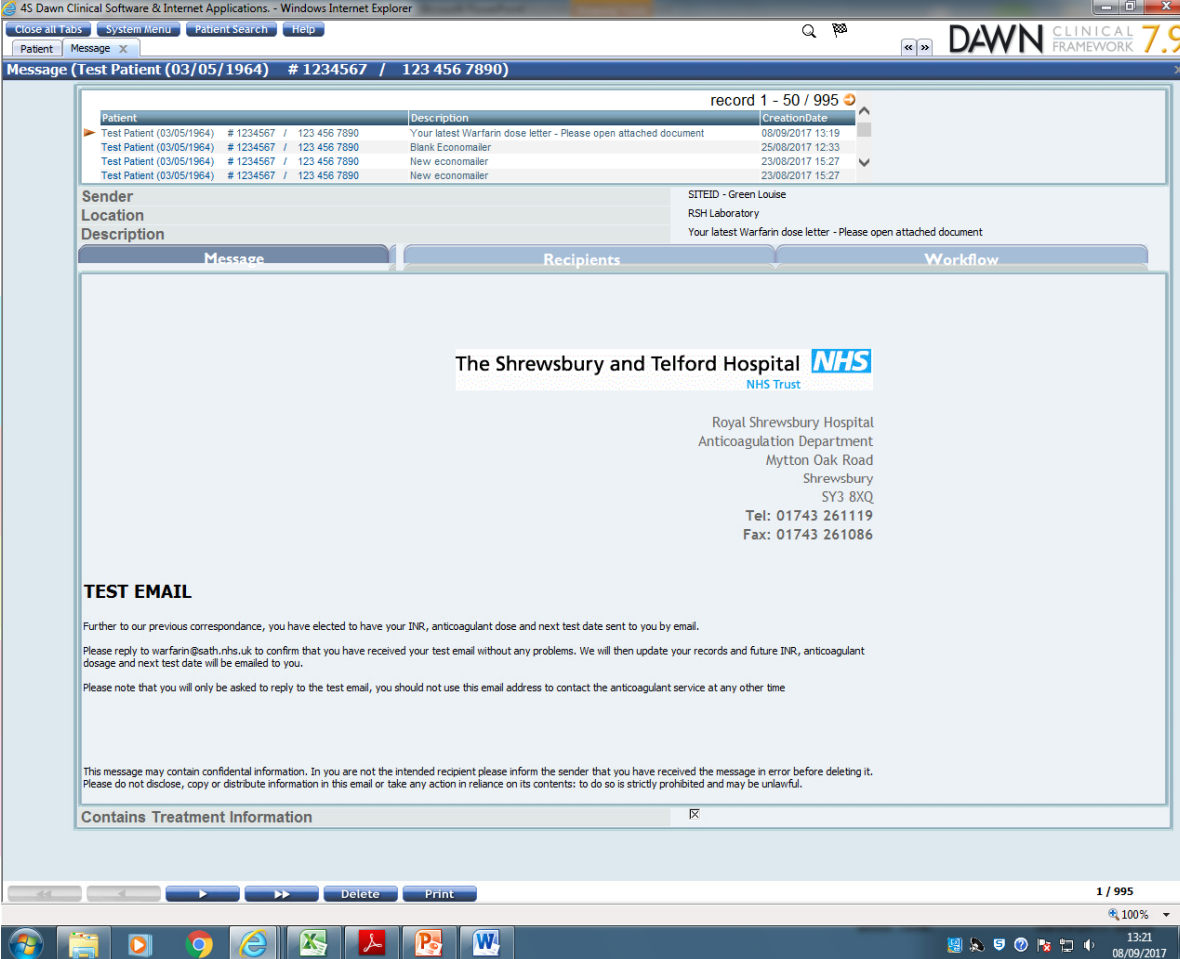
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The Plan!

- The surgery phlebotomist would hand out invitation
- Patient returns consent form
- Update Dawn with email address
- Send test email to patient
- Patient acknowledges receipt of test email
- Switch patient to email dosing

Test email sent



The screenshot shows a web application interface for "4S Dawn Clinical Software & Internet Applications". The browser window title is "4S Dawn Clinical Software & Internet Applications - Windows Internet Explorer". The application has a menu bar with "Close all tabs", "System Menu", "Patient Search", and "Help". The main content area displays a message for "Test Patient (03/05/1964) # 1234567 / 123 456 7890". The message is titled "TEST EMAIL" and is from "The Shrewsbury and Telford Hospital NHS Trust". The message content includes a table of patient records, a section for "TEST EMAIL" with instructions, and a footer with contact information for the hospital.

Patient	Description	CreationDate
Test Patient (03/05/1964) # 1234567 / 123 456 7890	Your latest Warfarin dose letter - Please open attached document	08/09/2017 13:19
Test Patient (03/05/1964) # 1234567 / 123 456 7890	Blank Economailer	25/08/2017 12:33
Test Patient (03/05/1964) # 1234567 / 123 456 7890	New economailer	23/08/2017 15:27
Test Patient (03/05/1964) # 1234567 / 123 456 7890	New economailer	23/08/2017 15:27

Sender
Location
Description

SITEID - Green Louise
RSH Laboratory
Your latest Warfarin dose letter - Please open attached document

The Shrewsbury and Telford Hospital NHS Trust
Royal Shrewsbury Hospital
Anticoagulation Department
Mytton Oak Road
Shrewsbury
SY3 8XQ
Tel: 01743 261119
Fax: 01743 261086

TEST EMAIL

Further to our previous correspondence, you have elected to have your INR, anticoagulant dose and next test date sent to you by email.

Please reply to warfarin@eth.nhs.uk to confirm that you have received your test email without any problems. We will then update your records and future INR, anticoagulant dosage and next test date will be emailed to you.

Please note that you will only be asked to reply to the test email, you should not use this email address to contact the anticoagulant service at any other time

This message may contain confidential information. In you are not the intended recipient please inform the sender that you have received the message in error before deleting it. Please do not disclose, copy or distribute information in this email or take any action in reliance on its contents: to do so is strictly prohibited and may be unlawful.

Contains Treatment Information

Up and Running!

4S DAWN Clinical Software & Internet Applications - Windows Internet Explorer

Close all Tabs System Menu Patient Search Help Anticoagulation

DAWN CLINICAL FRAMEWORK 7.9

Test, Patient - Male - 03/05/1964 - 1234567 - 1 Somewhere Close, Nowhere Street, Anywhere

Risk class: Unclassified
Pref. clinic: A/C CLINIC (SITEID)
Phone: 07959 524212 - mobile
Age: 53

Diagnosis: ATRIAL FIBRILLATION ...
Target Range: 2.0 - 3.0 (2.5 Target)
Start date: 01/04/2008 - Indefinite
Anticoagulant: Warfarin Mixed (in Mg / Daily Avg)
Treatment Plan: 4 of 4 active
Risks

Answerphone and relative consent rec'd

11/09/2017 12:46
Royal Shrewsbury Hospital - Green Louise
switched to email dosing - blank cards sent
15/02/2017 16:04
Royal Shrewsbury Hospital - Evans Deb
pt called today unable to attend for next blood test but can make the next day have advised the patient is fine, and to follow dose advice from previous dose card until they receive new card.
22/11/2016 14:20
Royal Shrewsbury Hospital - Evans Deb
letter dated 20.11.16 from Dr Breeze patient no longer requires dose advice from our service
13/06/2016 14:14
Royal Shrewsbury Hospital - Evans Deb
patient rang today lost dose letter have sent out another

Dosing Contacts Letters Drugs Events Procedures Reviews Reminders Groups Documents

DueDate Reminder User Notes
Current & Overdue
08/09/2017 test email sent SITEID - Green Louise reply received- switched to email dosing 11.9.17
History & Future
10/02/2014 venous sample due SITEID - Green Louise
06/08/2007 wcrf SITEID - Green Louise

Graph History Personal Treatment plans Interface Warnings

Contact info Next of kin Clinical Owners Account Audit

Last name: Test
First name: Patient
Age: 53
Unit/ID: 1234567
National No: 123 456 7890
Address 1: 1 Somewhere Close
Address 2: Nowhere Street
Town: Anywhere
County: Out There
Postcode: SY1 1SY
Sex: Male Title: Mr
Date of birth: 03/05/1964 DoD:
Ethnic origin: (None selected)
Language: (None selected)
Status: Active Deactivate Deceased

Contact
Home phone: 01743 123456
Mobile phone: 07959 524212
Work phone:
Email address: warfarin@seath.nhs.uk
Fax number:
Messaging method: Email with PDF Attachment

Additional
Telephone Numbers Email addresses Email / SMS Alerts
Telephone number Description
21515 daughter

Misc

New Save To list Print 1 / 1 (Show all) 100%

Windows taskbar: 12:46 11/09/2017

NHS Cyber Attack.



- Plan for the Unexpected
- Have a Plan B
- Have the ability to switch back to postal dosing

Benefits from making the switch to emailing dosing from dose and post service.

- Timely delivery of results, patients no longer waiting up to 4 days for delivery of dose card
- Less phone calls into office asking for dose advice as card not arrived back
- Savings in postal budget

Additional Benefits

Assuming average of 12 tests per year, per patient

30 % up take of patients switching to email dosing,

Anticipated saving per year £15,500

40% up take of patients switching to email dosing,

anticipated saving per year £20,520

From our current £87,500 postal costs

Another possible saving?

We are currently piloting a trial of sending mail 1st or 2nd class depending on length of call back.

<7 days 1st class mail

>8 days 2nd class mail

4s have written software for this to be done automatically, sending dose economailer to specified printer.

After 1 week of pilot the saving equated to £320 which will be £16,640 per year.

Any Questions?

