

## About Us

Carefx provides high-quality interoperable solutions that transform clinical workflow efficiency, improving the quality of healthcare for patients in the UK and worldwide.

## Our Solution

Carefx and Northgate Managed Services have joined forces to provide a clinical portal giving NHS clinicians across Edinburgh and southern Scotland real-time access to patient information. The portal aggregates information held on a variety of electronic systems to provide clinicians with a single virtual record containing all the relevant details about an individual patient.

The portal promotes collaborative care and improves joint services across the geographical area covered by NHS Lothian, NHS Fife, NHS Borders and NHS Dumfries & Galloway. A pilot was carried out in 2010 involving 90 clinicians from a range of specialty services in the consortium, including multi-disciplinary teams from the Cancer Managed Clinical Network. Their feedback was positive with one stating that the portal was: '... the nearest thing to the Holy Grail we will ever get'. A full-scale clinical portal is now being rolled out across all four health boards.

The portal technology uses the Fusionfx solution suite from Carefx. It has the advantage of allowing the boards to keep their existing systems running, rather than replacing them. The data it provides for clinicians is in line with the results of an extensive 2009 Scottish Government survey to find out what information was of greatest value to clinicians. The clinical portal is seen as the key to realising the vision in the Scottish Government's strategy and action plan 'Better Health Better Care' (2008), to "... ensure that the right information is available at the right time, in the right place, to enable staff to provide the best possible care".

## Key Benefits

- Safety – instant access to all relevant patient information, clearly presented in a single view which is available regardless of time or place.

- Person-centred – it enables collaboration between clinicians in different parts of Scotland who can review the same record at the same time, helping support the right clinical decisions, care planning and treatment.
- Major savings – including around 16,683 hours a year in generating patient summaries.
- Efficiency – eliminates the need for paper records, saves on time and administration, while supporting clear communication and reducing duplication.
- Ease of use – pilot results showed that the portal delivers the speed, reliability and comprehensive data that clinicians want and that they find it easy to use.

Northgate Managed Services were an ideal choice for Carefx due to their renowned expertise in providing and managing ICT services and solutions. Currently working with over 60 health sector organisations, including every health board in Scotland, CAREfx feel that Northgate are the perfect partner to help deliver its portal solution.

"I was impressed by the portal technology from the outset. The pilot rapidly proved that it could deliver what was promised, and what we needed. The people who tried it out appreciated its speed and efficiency, really valuing the ability to get a full, accurate and instant patient record in real time, and in one view. For example having a single, rather than multiple logins saves 15 seconds a go, which adds up to £750,000 in clinicians time each year – and that's time which will be available for patient care. It ended up with clinicians knocking at the door to asking if they could have the portal system – it's the first time I have had that happen. We are now creating a portal to serve the four health boards and I believe it will bring major benefits for patients, clinicians and the boards themselves."

- Martin Egan, head of the portal project and director of eHealth, NHS Lothian

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