![Alex Health Primary Care newsletter logo]

Welcome to the first Alex Health newsletter for Primary Care colleagues.

This fortnightly newsletter contains the latest updates on our electronic health record **Alex Health** and our new patient portal, *My* **Alex Health**.

Please share this newsletter with colleagues who do not access email regularly. You can also access this update via our **Alex Health page for Primary Care colleagues**.

If you have any comments about the content in this newsletter, please email paht.alexhealth@nhs.net. If you have an urgent escalation relating to Alex Health, please use the normal email address paht.alexhealthpmo@nhs.net

Date issued: 27 February 2025

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Alex Health update

Feedback loop from primary care

Following our Alex Health update and Q&A session at February's WEHCP Clinical & Professional Leads Network Forum (13 February), we have started to work on a configuration within our service desk (Fresh) enabling primary care colleagues to alert the IT teams to concerns or problems regarding Alex Health or other digital health solutions provided by PAHT. This will be a unified, single port of call for primary care by raising a ticket with our Service Desk.

We have set a timeline for completion for two weeks (3rd March).
Once activated, Primary Care colleagues will have access to raise a ticket about an issue, where they will be managed in accordance with the Fresh Desk SLA and receive feedback and various statistics as required.

We will also send out a Quick Reference Guide on how to use the Service desk (Fresh framework) and how to raise a ticket.

In the meantime, if you have feedback or queries, please email the team at paht.alexhealthpmo@nhs.net

Discharge summaries

Discharge summaries: a technical issue with SDEC discharge summaries was resolved and all missing summaries have been redistributed via the MESH by an administrator. An internal process for clinical harm review was passed through governance and this incident was Datix reported and a risk raised. No clinical harm was identified in the assessment of missed summaries. Where patients had more than one associated attendance, the final discharge summar only was sent.

Mother and baby discharge summaries: a technical issue with discharge summaries was resolved and all missing summaries have been re distributed via the MESH. Surgeries may have experienced some duplicates as many were also sent as mitigation via the maternity reception and administrative team. The mother and baby discharge summaries were re-distributed by a midwife.

The maternity and test team have visited a surgery recently to understand the format of discharge summaries that GP surgeries receive via the MESH to better understand some of the issues you are reporting around length and layout. The team have taken this away to investigate and will report findings back through this regular communication.

Once our Service desk feedback loop has launched (see 'Feedback Loop' above), if you or a colleague need to raise a query about discharge summaries, the issue can be raised via the Fresh framework.

ReSPECT forms

Our Alex Health team are meeting with your colleagues regularly and are making progress as the ICB works towards presenting the ReSPECT form in a digital format. This is a collaborative process with some challenging technical issues for both primary and secondary care to resolve. Once our feedback loop has launched

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Clinical correspondence

Colleagues in primary care have reported several issues with format, content and length since Go Live which are being investigated. There are still some residual system build issues and user adoption related problems that we are working hard to address. We have been using digital dictation technology since 2024, prior to the launch of Alex Health for all clinical correspondence related to clinics and you may see minor grammatical errors as a result. There is a clear note of this on all correspondence produced using this technology. This will improve as the technology

adapts to each user and we further use the Alex Health system to refine and standardise templates.

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Patient portal update

Our patient portal - now named *'My* Alex Health' - is the patient's front door to Alex Health and their electronic health record. Patients will be required to sign up for the portal before being able to use it.

We will be going live with a 'lite' version of the portal, with limited functionality for a small cohort of neurology patients in early March. This will be a targeted soft launch and we will work with these patients, partners in healthcare and staff to refine and improve the experience of using the portal. Leading up to the full rollout in June this year, we will phase in specialties as they are ready.

A reminder of the benefits of the *My* Alex Health patient portal is available on our information page on our website: https://www.pah.nhs.uk/alex-health-for-gps. We will also be supplying promotional materials and FAQs for primary care colleagues and clinicians. We will seek your support in encouraging patients to use the portal when appropriate.

Any questions you have please let us know so we can make sure you are fully informed, email **nyssa.paige11@nhs.net** for further information.

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To find out more information, please visit our **Alex Health page for Primary Care colleagues**

Our new electronic health record

modern • integrated • outstanding

patient at heart • everyday excellence • creative collaboration