Welcome to the Alex Health newsletter for Primary Care colleagues.

This monthly 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

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Patient portal update

What is My Alex Health?

My **Alex Health** is PAHT's new patient portal, a web-based, secure digital service where patients can access information relating to their care at the Trust. The portal works in a similar way to the **NHS App** but is specific to the care provided in hospital.

To access *My* **Alex Health**, patients first need to register using this link. After they've done so, if they have the **NHS App** installed they can also use it to log in to *My* **Alex Health.**

Patients are encouraged to register for *My* **Alex Health** and the **NHS App** as soon as possible. That way they can be ready to access newly booked appointments and appointment information as soon as it goes live in the portal.

My **Alex Health** enables our patients to:

- View hospital appointment letters digitally
- Confirm attendance to their own appointments
- Receive appointment reminders on their phone

By Summer, patients will have extra functionality:

- Complete assessments and questionnaires within the patient portal
- View their test results, reports and health record information
- Receive messages from consultants

Appointments and functionality is are being added in a phased approach, so not all appointments will be viewable.

Later in June, we will be launching the visibility of test results, reports, clinic letters and health record information within the patient portal. u may find useful in answering patients questions.

If a patient registers and there are not any appointments for them to view, please advise them to not worry as their specialty may not have been added to the portal yet, but it will be there soon. If patients are having difficulty registering, please ask them to click here for support.

Engagement with Primary Care colleagues

We are keen to engage with you, our primary care colleagues, in the rollout of the patient portal and will be planning sessions to demonstrate how it works and what that means for you and your patients.

We will continue to do briefings and engagement with our primary care colleagues over the next few months at the locality meetings, the WEHCP Clinical & Professional Leads Network Forum meetings and the Practice Managers meetings.

We would love to hear from you about how best can we engage with you regarding the patient portal, if you have any ideas please email: paht.alexhealth@nhs.net

Find out more

A reminder of the benefits of a patient portal can be found on our website: *My* Alex Health

For more information on the NHS App, visit the NHS website here.

To find out more information, please visit our Alex Health page for Primary Care colleagues, we will also be adding some downloadable resources about *My* Alex Health onto this page in the coming weeks for you to share with your patients.

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

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Alex Health update

Feedback loop from primary care

In progress: update (28 May): *The Feedback Loop is currently being put through Information Governance. We have created Fresh accounts for some GPs, these GPs will receive an email about their new account. We will begin testing Feedback Loop once finished with Information Governance.*

Following our Alex Health update and Q&A session at February's WEHCP Clinical & Professional Leads Network Forum (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.

Timeline for completion: TBC (we are putting the Feedback Loop through Information Governance and will hopefully be available in the coming weeks).

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

Update: (5 June) Following a server update last Sunday 1 June, Discharge summaries were not generated externally by the system. This was resolved late Tuesday 3 June afternoon, after which the backlog of discharge summaries was successfully processed.

Update: (1 June) Issues with mother and baby discharge summaries are ongoing.

A system change freeze has begun and testing is unable to happen in preparation for the upgrade. Once the upgrade has been completed, the team will be looking at this and testing again.

Clinical correspondence

Update: (25 April) From Go live until the end March we re-built around 600 OP clinics to align with the new Alex Health format. We are now reviewing all patient appointment letters and leaflets associated with OP clinics ahead of the full launch of *My* Alex Health, we will then move this onto Outcome letters and review all templates. We are seeing less concerns raised by patient's and GP colleagues around these issues but acknowledge there may still be a few remaining but these are a small minority . We will correct these as we progress the correspondence projects over the next three months.

Phlebotomy

Occasionally, PAHT patients will prefer to have their bloods taken in their local GP practices, for a variety of reasons (location, mobility, etc). As GP practices do not have access to Alex Health, these patients will be sent a paper copy or a letter will be sent in advance. Currently, there is not a digital solution. A long-term solution will be put in place in the coming months.

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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