

## E-Lloyd George Service [eLGS]

# Frequently Asked Questions [FAQ's]

### **1. What is eLGS?**

- eLGS is a new fully managed hosted service offered by St Helens & Knowsley Health Informatics Service (StHK HIS) to digitise the Lloyd George patient records held by all general practitioners (GPs) in their surgeries.
- The entire content of the Lloyd George envelope is scanned with the patient record then made available electronically for viewing via a custom designed portal. It is a digital replica of the patient record, presented in four main chapters:
  - a) Patient correspondence (letters);
  - b) Continuation sheets;
  - c) Results – split into sub chapters showing blood test results, and “others”, eg pathology and radiology tests results;
  - d) Summary reports.
- eLGS is the only nationwide service available in the UK from the NHS for GPs wishing to digitise their Lloyd George libraries to achieve substantial operational benefits.
- The portal is simple to use and provides controlled access for different personnel in GP surgeries based on appropriate authorisation.
- The actual physical Lloyd George envelope only is retained by the Practice, as this is required to be kept by the Department of Health.
- GPs and practice staff access eLGS using a standard Internet browser on their desktop PCs or laptops with broadband connectivity provided by the NHS National Network (N3), or an approved public sector network.

## **2. What are the benefits of eLGS for GPs and Practice Managers?**

- eLGS will revolutionise the paper flow process in surgeries with regards to patient records.
- eLGS offers a range of benefits for GPs and practice managers:
  - Frees up surgery space currently used for file storage which can be better utilised given the specific needs of individual practices. This is crucial as the role of GPs broadens in the NHS, eg more counselling services, and additional work shifts from secondary to primary care. For example, space could be repurposed as an additional consulting room or for registrar training, or a larger reception area created for patients; ultimately giving patients improved access to more primary care services
  - Provides fast access to historical patient information for GPs and practice staff when responding to requests for information from insurers, solicitors and other officials
  - Allows easier patient access to their health record if requested
  - Frees practice staff to spend more time on patient care instead of on unproductive administrative tasks
  - Saves money on external storage and boosts practice income by re-utilising space
  - Removes the risk of paper in files being misplaced or lost
  - Removes the risk of damage to patient records by damp or fire
  - Removes the health & safety risk of paper clutter and storage for practice staff, as well as improving their working environment
  - Allows the reorganisation of administrative processes to improve practice efficiency
  - Provides multiple user access to Lloyd George envelope content within practices
  - Captures patient information in perpetuity in contrast to paper which deteriorates over time;
  - Allows easier sharing of patient information within the broader NHS should individuals leave a practice
  - Service availability is guaranteed to ensure patient information is accessible when required. Key performance indicators (service level agreements) set this out contractually.

### ***3. How much does eLGS cost?***

- eLGS is designed to be an affordable, cost effective service for GP surgeries.
- The price depends on the volume of Lloyd George Records and the anticipated turnover of patients within your practice.
- The price per envelope is fixed, regardless of how many documents are contained within.
- Fees cover the complete end-to-end managed service, and are fixed for the period of the contract, including new patient records which will be collected up to 2 times per year at agreed times, and scanned in.
- Fees are fixed for the duration of the contract, subject to agreed patient turnover and a reasonable condition of the patients records and documents.
- **There are NO hidden or additional costs**

### ***4. Do I get charged for scanning of new patient records after implementation?***

- A very important point, the answer to which is NO, as we will incorporate the expected volume of new patient records in the initial cost.
- If your practice patient turnover is more than the agreed limit in any one contractual year, (see Q3 above), we will charge, pro rata for any records over this threshold for the remainder of the contract.
- Some companies may offer off-site storage and scan-on demand services but will charge for the additional scanning and it is important you take this into account when making comparisons.

## **5. What are the contract terms?**

- StHK HIS offers eLGS based on a minimum 5-year contract with annual payment terms.

## **6. Who collects the patient files?**

- Lloyd George envelopes are collected by NHS drivers employed by StHK HIS.

## **7. What do practices need to do to prepare to use the LGS service?**

- Shifting from using paper Lloyd George patient records to eLGS is easy for practice staff. Practices have to provide:-
  - A full list of patient files being sent which includes patient demographic detail such as name, address and NHS number;
  - Boxed patient records logically filed either by name or number.
  - The complete process is contained in our Proposal, this will detail all tasks that need to be undertaken at your Practice during the deployment of eLGS.
  - The procedure document is also available on our website at [www.eLGS.sthk.nhs.uk](http://www.eLGS.sthk.nhs.uk)
- StHK HIS does not scan ECG traces or manage any CD-ROMs contained in Lloyd George envelopes. These must be removed first.
- StHK HIS has a full governance process in place should a practice require a record back urgently prior to the paper being digitised. However, this is an unlikely scenario given Lloyd George envelopes are primarily storing archive material rather than current summary care records.

## ***8. Do you actually then destroy the paper patient records?***

- Yes. The paper content of the Lloyd George envelope is destroyed once scanned; however, the actual envelope is retained for legal reasons.
- StHK HIS has a legally approved process which governs this as follows:
  - StHK HIS guarantees the quality of the scanned records which be at least as good as the original paperwork;
  - A lead GP or designated person owning the project will quality check a small percentage of records once scanning is complete [this percentage is set by each practice];
  - The lead GP or designated person will authorise StHK HIS to destroy the contents of the Lloyd George envelopes within 4 weeks of scanning so that paperwork does not have to be stored on site;
  - StHK HIS will provide a further certificate of destruction from a third party waste disposal firm who is authorised to shred confidential waste. This meets ISO standards.
  - GPs may have specific needs concerning their records and how they will be managed when the eLGS service is taken. For example, some practices might actually want the physical records back once scanned. StHK HIS will work to accommodate specific requirements if possible.

## ***9. The records we store for patients come in lots of different paper sizes and colours, and some notes are quite fragile. How do you cope with this?***

- The management and scanning of all records and paper work is generally not an issue.
- StHK HIS has invested significantly in EDMS and portal software from CCube Solutions, along with Kodak scanning hardware, and imaging technology which provides quality scans first time, every time.
- StHK HIS has a staff of 75 in its scanning department – a third of whom are dedicated to eLGS – who are used to preparing and coping with all types of medical record.
- If a document is so fragile that staff cannot reliably digitise it, it will not be scanned and returned to the GP practice. StHK HIS will not take the risk of scanning records which are then indecipherable [and the paper work then destroyed]. ECGs are not scanned, and will be returned to practices.
- StHK HIS has set Key Performance Indicators (SLAs) to ensure that the right information is available to the right person at the right time. Measured annually, these include:
  - 95% system availability during normal working hours [8.00 to 18.00 Monday to Fri];
  - 100% quality assurance of all the pages scanned and visible via the portal;
  - Further collections, (up to 3 per year) and scanning of new patient records for the duration of the contract.
- StHK HIS do reserve the right to charge a supplement for documentation that requires additional care and handling to ensure they are able to be scanned. We will always discuss this with you prior to and during the fulfilment process.

## **10. Can eLGS integrate with clinical systems?**

- No. At present, eLGS is a stand-alone archiving system for legacy Lloyd George patient records only. However, this could change in the future, as the service develops.

## **11. From a computer perspective, what are the minimum IT requirements needed to useLGS?**

- Using eLGS is not computing intensive at all, and is accessed via a normal, standard Internet Browser.
- The recommended specification is a Windows-based PC or laptop with 2GB of RAM running an Intel Pentium Dual Core 1.8 GHz processor. This will support Microsoft Windows XP and Windows 7. Silverlight 5 or Java 6 update 17 is required for eLGS as well.
- In addition, a GP practice will require at least one computer with a DVD-RW drive so that records can be transferred to disc for patients leaving the practice and to respond to information requests from solicitors, insurers or other officials.

## **12. Do GPs have to keep the paper Lloyd George envelope?**

- Yes. Once StHK HIS has scanned the contents of patient records, the envelopes are returned to the practice along with any fragile or otherwise unscanned documents.
- Lloyd George envelopes are a key identifier in the NHS and follow a patient around from cradle to grave.

### ***13. If a patient leaves/arrives the practice what happens?***

- If a patient leaves a GP surgery, the Lloyd George envelope is forwarded to its Primary Care Service Agency (PCS) – formerly known as the Family Health Services Agency – along with an encrypted, password protected CD-ROM containing the digitised content of the Lloyd George envelope, and a print out of the ‘live’ clinical system.
- When the patient registers at a new GP practice, the record is then requested by the new medical team and the file forwarded on.
- A contact number will be provided in the envelope for the new GP to call so they can get a password to open the encrypted CD-ROM. This is an additional step put in place to guarantee information security.
- StHK HIS will never send out any patient information on computer media which isn’t encrypted.
- It is the practice responsibility to perform this task and download the data onto disk and forward onto the relevant PCS Agency and follow through the process until the receiving practice has confirmed they have registered the patient.
- The ‘path’ of GPs sending Lloyd George envelopes to PCS who then forwards this onto the new, receiving GP remains unchanged. The only difference is that a disc is now sent rather than the paper.

### ***14. What sort of training is provided to use eLGS?***

- eLGS is intuitive and simple to use.
- StHK HIS provide access to our on-line e-learning module, prior to service deployment.

### ***15. Do you do any coding of records?***

- No. As mentioned, eLGS is a dedicated archiving solution which replicates the contents of the Lloyd George envelope electronically. GPs have to code records a normal.

## ***16. What is the security provision when files are in transit?***

- StHK HIS only uses NHS drivers not third party logistics or courier firms.
- Files are boxed, secured and locked in the vans when being transported.

## ***17. What is the security provision once files are digitised and online?***

- eLGS related patient data is held in **two** secure data centres located on the Whiston Hospital site. The data centres and their environment are owned and managed by StHK HIS.
- StHK HIS has full disaster recovery plans in place, with patient data regularly backed up.
- eLGS is accessed locally at GP practices by authorised users only, with user name and password access.
- All access to the system is registered to provide a full audit trail, and is available to the System Administrator at each Practice.
- eLGS is a NHS managed and operated service, only available to GPs and practice managers and not the general public.

## ***18. Can all authorised practice staff have access to eLGS or is there a limited based on the number of licences purchased?***

- In the price quoted above are licences for five concurrent users per practice, although more can purchased if required.
- The lead GP or designated member of staff will decide who has access to records locally.

## ***19. Is eLGS approved by the Department of Health or another NHS body?***

- No. However, eLGS has been reviewed by the Trust's solicitors, Hill Dickinson, who confirm that eLGS meets GP records guidance as laid out by the Department of Health, RCGP and BMA, along with legislative obligations including the Data Protection Act 1998, Access to Health Records 1990 and the Freedom of Information Act 2000.
- In addition, Dawn Monaghan, Information Commissioners Office Strategic Liaison Group Manager – Public Services has stated:-

“The ICO supports information being held in such ways as the ELG Project does as the information is more secure and more resilient”

## ***20. Where is the actual patient data held and who is responsible for it?***

- eLGS patient data is held in StHK HIS' secure data centres.
- StHK HIS is responsible for the management of this data.

## ***21. If a practice wanted to end the eLGS service, what happens?***

- eLGS is offered based on a minimum 5-year contract. If at this time, a practice wished to end the service, they would give the appropriate notice.
- StHK HIS would then provide all the records back via CD-ROM or appropriate portable media, with a small charge made to do this.

## ***22. How do I get more information?***

- If you want to know more:-
  - Call us on 0151 478 7999
  - Visit our Website at [www.eLGS.sthk.nhs.uk](http://www.eLGS.sthk.nhs.uk)
  - E-Mail us at [eLGS@sthk.nhs.uk](mailto:eLGS@sthk.nhs.uk)