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PURSuing ELECTRONIC HEALTH A UK PRIMARY HEALTH CARE PERSPECTIVE

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Summary of Presentation



- Introduction
- Government and Health Services
- Challenges of Technology
- Case Study
- Research Findings
- Discussion & Recommendations



Introduction

- Aim - to investigate how the UK National Program for IT (NPFIT) agenda impacts on the different stakeholders in primary health care, and how this will affect the pursuit of e-Health within the NHS(UK).



Objectives of presentation

- (i) to establish whether stakeholders in the provision of primary healthcare feel prepared for electronic healthcare & to look at factors affecting the pursuit of electronic healthcare in Primary Care;
- (ii) to determine the agenda that stakeholders in the provision of primary healthcare think should be given priority in the pursuit of electronic healthcare and whether this agenda ties in with the National Agenda.

Government & Health Services

- A major challenge is for the government (and NHS) to solve patients problems and provide quality healthcare to citizens.
- NHS produced a modernization agenda which culminated in an Information Strategy, 1998-2005
- NHS and government hoped to provide a platform for e-Health in the UK

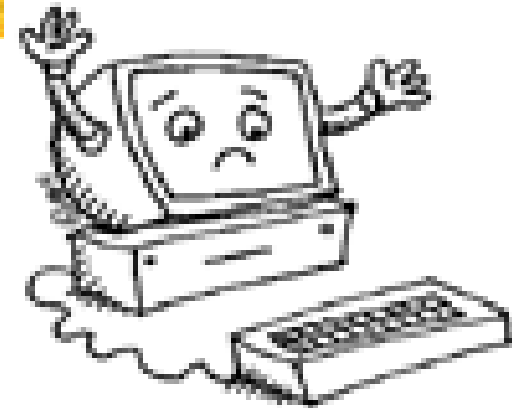
Electronic Health

- “an emerging field in the intersection of medical informatics, public health & business, referring to health services & information delivered or enhanced through the & related technologies.....
- a state-of-mind, a way of thinking, an attitude, & a commitment for networked, global thinking, to improve health care locally, regionally, & worldwide by using information & communication technology”

(Eysenbach , JMIR 2001)

The Challenge

- While the perceived benefits of the NHS modernisation agenda are obvious, the success of it lies in the adoption and acceptance by those for whom it is intended.



Issues – Some Issues Shaping adoption of ICT in Health Sector

- Medical Culture vs Technology Culture
- The Role Of Information In HealthCare
- Cost
- Clinician attitude towards the Internet
- Organisational Culture
- Digital Divide



Case Study

- In-depth interviews to gain a full understanding of the staff perceptions (attitudes & views) on e-Health
- The groups identified for this study within the PCT stemmed from the following departments:
 - (i) Primary Care,
 - (ii) Information Services
 - (iii) Patient Advice and Liaison Services (PALS);
 - (iv) Complaints
 - (v) Booking Services.

Findings: Preparedness & Concerns for Electronic Health

- Patient Confidentiality & Security
- Staff & Primary Care E-Health Attitudes
- History of Projects undertaken by the NHS & Gov't
- High Expectations of NPFIT



Findings: Appeal and Buy-In for e-Health

- An Efficient NHS - better health outcomes for the public
- Less Red Tape & Bureaucracy
- Better communication
- Better systems that ensure that the NHS is better prepared to provide better services to the general public



Findings: Priority Assessment For Electronic Health

- Electronic Record System was most needed
 - Records available anywhere in the country
- Monitor & audit services of GPs
- Monitor inequality & diversity
- Process & Monitor complaints efficiently
- Educate public & staff on online services & access
- Offer patients choice of when/where treatment

Discussion & Conclusions

- Education of Staff & Knowledge Management
- Changing Attitudes & Involvement of All
- Encourage Research & Development
- Security Recommendations
- Staffing Issues
- Questions

