

Friday 7 June 2019

To: All Birmingham and Solihull CCG Practices

Dear Practice

General Practice Forward View – Birmingham and Solihull Health App

The Birmingham and Solihull Health App has been commissioned by the CCG to provide practices with a consistent digital capability, enabling practices to meet new contractual requirements and harness the power of technology to make best use of their available resources.

Supporting general practice to maintain high quality services through an enhanced primary care offering, is only possible if we also enable practices to address inefficient workload and unnecessary demand.

The Birmingham and Solihull Health App will consolidate the existing MyHealthcare App, Smartcare App, Our Health Partnership App and Patient Pack App into a single app for the entire CCG.

The app is designed to:

- Give practices the functionality to meet the national Patient Online requirements, as outlined within the 2019 GMS contract
- Support practice transformation and new ways of working, by offering digital services to patients
- Help improve access to services, whilst supporting capacity and workload management, in both individual practices and at local hubs.

An extension to the app is being piloted in 60 practices, to validate new online consultation capabilities such as patient triage and video consultations. It will provide: extended access booking to patients; medical record access; online consultation, using a symptom checker to triage and appropriately navigate patients to the most suitable service; and self-care content. This will help your patients to correctly utilise the practice or extended access appointments, order medication and manage their long-term conditions in a manner that is both easier for the patient, and more efficient for the practice. Furthermore, selected pilot sites will offer video consultations, providing technical and data pre-requisites are met.

The extension to the app will be rolled out to the 60 pilots practices by July 2019. Subject to an evaluation of the pilot, there will be consideration of wider roll out in the autumn. The CCG and Substrakt Health team aim to make the process as easy as possible, with full training provided to your staff and a dedicated onboarding lead who will support and oversee the process of your practice go-live.

Furthermore, the app will be aligned and integrated to the NHS App, pending the completion of CCG discussions with the NHS Digital Team.

At the link below, you will find the Birmingham and Solihull App rollout practice information pack: https://substrakthealth.sharepoint.com/:b:/g/ETmn1Pg_FipEuOEJTGwC5AsB4CSq1ByLbG7FFaTXAgBzOQ?e=SNZ7cE.

The information pack provides an overview of the app feature by feature, along with common frequently asked questions.

In the next few days, the CCG will send you specific details confirming:

- How far you are in the process of being set up, as many of you have already started or completed setup of the app
- Who your assigned onboarding contact is and who will be responsible to completing your setup
- The next steps required to complete your setup, in preparation to go-live in the coming weeks.

Given the pace and timescales for getting practice set up with the app, please respond promptly to the setup email, enabling the team to get you live as soon as possible. For further information please contact Ravy Gabrria-Nivas, Senior Primary Care Transformation Manager ravy.gabrria-nivas@nhs.net.

Yours faithfully,



Tim Atack
Chief Information Officer
Birmingham and Solihull CCG



Tom O'Sullivan
Digital Project Board Co-Chair
STP GP Transformation Board