

minutes

Demand Optimisation Strategic Core Team Meeting

Microsoft Teams

Wednesday 20th April 2022

10-11am

Present:

Liz Blackman	Senior Programme Manager	NHS National Services Scotland
Rebecca Bolger	Assistant Programme Manager (Chair)	NHS National Services Scotland
Robina Collins	Admin(Minutes)	NHS National Services Scotland
Bernie Croal	Clinical Director	NHS Grampian
Ian Godber	Consultant Clinical Scientist (Biochemistry) Lead Healthcare Scientist (Education SLWG)	NHS GGC
Gavin Hallford	IMS Data Analyst	NHS National Services Scotland
Claire Henry	Programme Support Officer	NHS National Services Scotland
Claire Lawrie	IMS Senior Programme Manager	NHS National Services Scotland
Raveena Sajjan	Strategy and Policy CNOD	Scottish Government
Karen Stewart	Healthcare Science Officer	Scottish Government

Apologies:

Julie Townsend	Strategy and Policy CNOD	Scottish Government
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1. Welcome & Apologies

Rebecca Bolger (Assistant Programme Manager, NHS NSS) welcomed all to the meeting. Round the table introductions were provided. Apologies were noted as above.

2. Minutes from the last meeting (2022-03-10)

The minute from the last meeting was approved by the group as an accurate record.

3. Highlights for March

- **Atlas of Variation(AoV) official launch - 1st April 2022.**

The AoV had received the following updates in advance of the launch.

- Landing page. The landing page contains headings / links to the following:
 - 3 comparison pages.
 - Definitions page. Contained the request rates broken down into general practice, clusters and peer group.
 - Instructions page - user guidance and video instructions. Developed to date.



Chair
Chief Executive
Director

Keith Redpath
Mary Morgan
Susi Buchanan

NHS National Services Scotland is the common name of the Common Services Agency for the Scottish Health Service

- Diagnostic tests page – education guidance for 8 tests. Developed to date namely CA125, CEA, Chlamydia, Cholesterol, Coeliac, HbA1c, PSA and Serum Electrophoresis.
 - QI Toolkit page. This page contained links to HIS QI hub and NES Quality Improvement Zone Toolkit.
 - Feedback form. Limited feedback had been received to date. DO members were encouraged to view the AoV and complete the feedback form. Next steps included how to further promote the AoV and gain feedback (to further define the AoV as appropriate).
- Guidance available on the Right Decision App. Highlighted as being user friendly. DO members were encouraged to view/use and feedback as appropriate.
 - Reaching 1000+ AoV visits per week. As of today (20/04/2022) the number stood at 5.5k views.
 - Twitter campaign for launch of AoV. A tweet deck had been set up to promote the launch of the AoV.
 - Data received for NHS Lothian. There were 3 reported HB's still without data submissions namely Forth Valley, Western Isles and Ayrshire & Arran. This was noted on the risks and issues log and escalated to all Medical Directors to assist (with gaps).
 - Poster submitted for the NES Annual Virtual Conference (27th & 28th April). Rebecca Bolger gave thanks to those who contributed to this piece of work. The link to the event could be shared with anyone who wanted to attend.
 - Meeting scheduled to discuss quality improvement work around HbA1C. This meeting would take place 28th April with Valerie Lazlo (Diabetes Improvement Lead, Scottish Government). Updates from this meeting would follow in due course.
 - Meeting scheduled to discuss Primary Care Flash Reports. This meeting was scheduled to take place 27th April with Julie Kidd (Service Manager, LIST). Updates from this meeting would follow in due course.
 - IBMS Congress. Claire Lawrie reported that a good presentation and demo was developed and delivered and could be reusable throughout the project.
 - Claire Lawrie advised that discussions were underway to develop a Prison specific AoV using prison population. Karen Stewart added that it would be useful to note and consider this (data) in the wider strategic vision/approach of AoV.

Next steps included.

- Develop more test guidance documents. The Education SLWG last met 12th April and agreed that more test guidance would be developed.
- Test guidance quizzes to be confirmed and added. These had been added to the Right Decision App. DO members were encouraged to view/use and feedback as appropriate.
- Feedback to be gathered on an ongoing basis and changes implemented where appropriate/ possible. Still awaiting feedback to determine whether the AoV was performing well and proving useful.
- Analytics. Would be gathered in terms of number of views. It was noted that the Right Decision App could provide this information but was currently too soon to do so (for data). An update would be provided at the next meeting (1st June).
- Further scoping of QI work, using new toolkit. Meetings to discuss and progress the HbA1c work would take place.
- Develop user guidance video. Gavin Hallford confirmed that one overview video of how to use the toolkit page was outstanding.
- Confirm and develop flash report. A meeting was scheduled 27th April to progress this workplan activity.
- Promotion. The AoV and the educational toolkit needed to be promoted more widely. Ideas on how to do this would be welcomed.
- Encourage feedback via feedback form. Ideas on how to do this would be welcomed.

Liz Blackman highlighted the following.

- A recent discussion took place with the lead in place to develop a postal service for sexual health testing (project). As sexual health tests were contained within the AoV a demo was provided. Further discussions would take place to determine the impact on the AoV. The DO group would be updated in due course. Karen Stewart added that it would be good to gain an understanding of what could be done in a community setting rather than a lab setting. Furthermore, to be able to contribute data to health population (stats) would be beneficial.
- Could the presentation / demo developed for the IBMS congress be adapted and used as a user guidance video and an imminent date determined to complete this. Karen Stewart agreed this was a good suggestion. A step-by-step guide on AoV use would be beneficial.
- AoV promotion with a suggestion to target RCGP contacts to assist with communications. Karen Stewart noted that the Chair of the RCGP planned to put a blog on their website regarding the launch of the AoV.
- Suggested focusing mainly on the QI work and projects which would ultimately promote the AoV in an evidenced way. Karen Stewart highlighted support for this approach.

The group discussed the feedback received from a Grampian GP practice. This raised the question of whether the AoV should display data in % difference or raw rate. It was noted the % difference was preferred by the practice. Bernie Croal highlighted that the issues/feedback raised by this practice may not apply to all GP practices and % difference may not suit all. Gavin Hallford suggested a toggle be incorporated within the AoV to allow users to choose their preferred option (% difference or raw rate). This concept would be raised at the DO Atlas Development SLWG meeting (20/04/2022). Bernie Croal highlighted the importance of ensuring that the AoV could provide an immediate snapshot (to GP's) with ease which outlined any tests (potentially) being over requested.

Bernie Croal added that refinement of the AoV was now key. Data should continue to be gathered and tests offered be redefined. Additional tests had been discussed within the DO Education SLWG meetings and would be raised under agenda item 8. It was suggested that one test per month/two months be targeted alternating between easier quick win tests (e.g. vitamin D) and tests more relevant to current clinical pressures (long COVID). Ways to assess the AoV and how well it was being used would need to be considered, along with any resulting differences (if any) to appropriate testing.

Liz Blackman agreed with the suggestion to focus on a test per month and proposed choosing a QI project which would demonstrate a substantial change/difference (in testing) and ultimately save GP's time. The aim being to further promote the AoV by way of solid evidence and increase its usage. As funding was only available year on year (for the DO programme) it would be prudent to ensure that substantial uptake occurred within this financial year to encourage momentum.

Ian Godber noted that it would be idea to get GP's to think about their overall practice (testing) rather than just one test(s).

Karen Stewart highlighted the importance of ensuring that any tests decided aligned with national priority initiatives.

5. Milestones Update

Most milestones were reported completed or on track (for completion). Two notable red milestones (Genetics). No updates available currently.

Risks and Issues:

Data gaps still exist. Medical Directors had been contacted to help address these gaps.

There had been a slight delay with the QI work due to COVID and the Easter break.

6. National Launch of Atlas of Variation – update / feedback

The AoV launched officially on the 1st April 2022. Limited feedback had been received and discussions were underway on how to further promote the AoV and encourage usage and meaningful feedback returns.

7. Flash Reports

A meeting was scheduled to take place (27/04/2022) to discuss and determine what flash reports should/could be developed.

8. Education Guidance Documents – further suggestions

- FSH.
- Vitamin D.
- PTH
- CA19-9.

Ian Godber explained that 8 education guidance documents were live on the AoV. Discussions were underway to develop further guidance documents which were impeded by COVID impacted disciplines. It was proposed that data be captured on the above tests and supporting education guidance documents be developed thereafter. The group discussed these suggestions and agreed with the top 3 (FSH, Vitamin D and PTH). Claire Lawrie highlighted it would be useful to establish whether sexual health tests (raised by Liz Blackman earlier in the meeting – item 3) would want to be included so that all tests could be considered at the same time.

Ian Godber questioned whether the educational material being developed by the group should be promoted separately. Currently this could only be found via the Right Decision App but not independently. It was agreed that these materials should be championed separately as well as being available on the AoV etc. Karen Stewart questioned whether the educational materials could be included on the lab tests online website. Bernie Croal confirmed that lab tests online would undergo a major revamp this year. It was hoped that a UK based version could be developed which would need significant funding and include demand optimisation. Lab tests online was currently the best service directed at patients to explain tests. There may be future scope to include the educational toolkits being developed as part of the DO programme.

9. SG Cluster Reports

Karen Stewart and Claire Lawrie attended a meeting with primary care cluster colleagues at SG recently to discuss SG cluster reports. It was hoped that generic quality reports within cluster settings, which included AoV lab data, could be developed. Claire Lawrie would provide a list of options to SG colleagues to help inform this work to include wording (of what can be offered), hyperlink to the AoV, screen shots of cluster views and links to the education toolkit. Karen Stewart hoped that the AoV data proved to act as an enabler for other national priorities e.g. long term conditions and COVID etc. Diabetes was the noted starting point of such reports. Karen Stewart reiterated that aligning with national priorities was a key next step. Bernie Croal added that the data (e.g. HbA1c) available would prove much more useful at this stage than the AoV itself.

10. AOB

Liz Blackman questioned when the status of phase VI funding would be communicated. Karen Stewart confirmed that no timeline was known at this stage. Information would follow as it became available.

ACTION 01 2022-04-20: Liz Blackman to email Karen Stewart timeline risks in relation to phase VI funding. **Liz Blackman**

Bernie Croal highlighted that significant uptake and interest in appropriate testing and demand optimisation worldwide had grown, much of which had been driven by COVID and resulting recovery phases. Approved future funding would be prudent to ensure the demand optimisation work continued. There was potential to implement demand optimisation into the new LIMS system being developed. It was suggested that funding be increased to enable this to occur and support increased data collection, manipulation, and collaboration.

Karen Stewart advised that a cultural piece of work was required to highlight to requesters (of tests) and the public, outlining appropriate testing strategies (for specific conditions).

11. Date of next meeting

- **Wednesday 1st June 2022 from 10-11am**