



ACCESS TO SERVICE INFORMATION IN LONDON USING MiDoS©

ONE PRODUCT, MULTIPLE VIEWS AND USES

- Funding from NHS England was secured **to expand the NHS 111 Directory of Services (DoS) for access to service information by a range of user groups in Urgent & Emergency Care scenarios, via desktop PC, smart phone and tablet.**
- In collaboration with commissioners and providers, Healthy London Partnership has undertaken three key initiatives to deliver this step-change development:
 - **Profiling clinical search terms** based on SNOMED CT and including synonyms – likely to be familiar to clinicians and therefore require minimal training. These search terms are being applied to a wider range of services than NHS 111 can refer to, e.g. mental health crisis care, voluntary sector.
 - **Rolling out a DoS search tool, MiDoS©**, to clinicians, including LAS clinical hub & paramedics, ED, UCC staff, GPs, etc. Alongside clinical search terms, MiDoS© offers a simplified search to find the answer to the question ‘Where is my nearest ...?’ (e.g. Minor Injury Unit).
 - **Engaging with a wide range of stakeholders** across London to take part in SearchLDN, a programme of online ‘workshops’ **to identify – using crowd-sourcing engagement techniques – a range of priority referral pathways** for social care, mental health and community services, including rapid response/integrated health and care services. SearchLDN is intended to be a key source of pan-London priority referral pathways, in terms of services, search terms and clinician users: a ‘You said, we did’ approach.

CLINICAL VIEW – SUPPORTING CLINICIAN-TO-CLINICIAN REFERRAL CONVERSATIONS

- This view is for use by clinicians who need to find the right commissioned service for a patient referral. It allows the user to search via full or partial clinical terms or synonyms and, if the patient’s GP is specified, prioritises the services available to that GP/CCG. To support the referral conversation, the service information includes a contact phone number, eligibility criteria and opening hours, with URL to a stored referral form.
- The incident number or case specific reference number can be captured against every search, providing a full audit trail of the referral pathway. Rejection reasons are captured for services returned but not selected, providing greater commissioning intelligence.



BASIC VIEW - ‘WHERE IS MY NEAREST ...?’

- MiHealthChoice© is a mobile application (available on the App Store, Google Play and Windows Store) designed for use by lay persons to identify the nearest, open resource such as a pharmacist, dentist, MIU/WiC, GP, optician etc. using the device’s GPS or via a postcode input.
- This view is available for use by the public and non-clinical, public-facing staff, e.g. NHS 111 call handlers – especially as it returns more services per type than NHS 111 searching the same DoS.
- MiHealthChoice© can be embedded in any public-facing website, e.g. MyHealthLondon or CCG, to offer alternatives to attending ED.
- A desktop version is currently being used by LAS and ED staff to locate bypass numbers for a known GP practice or GP OOH service.

ADVANCED VIEW – DEVELOPMENT PROJECTS

- A public-facing single point of access to health and social care service information in Newham – launching end November. This combines the basic view described above for health care services with a similar menu of options for searching the Local Authority directory of social care and voluntary sector services.
- A tool to search for available mental health crisis care facilities, e.g. psychiatric intensive care unit beds, acute beds, CAMHS Tier 4 beds, health-based places of safety – coming soon (subject to additional funding). MiDoS© will be developed to return services based on their current capacity, as well as their location. A screen will also be developed for service providers to update their current capacity.