eLGs delivers a health record archiving service to general practices via an Electronic Document & Records Management System (EDRMS) to scan Lloyd George records currently stored within the practice and make available electronically, ensuring quality and cost efficiency at all times. This provides an opportunity for practices to significantly reduce storage costs, achieved through a skilled capable workforce, uniquely placed to deliver proven EDMS for health records.

eLGs will release much needed space for clinical activities, improve efficiency, enhance the availability of patient information for medical and support staff, and remove the substantial costs and risks associated with physical records management in primary care.

The eLGs solution is the first of its kind in the NHS and was created in partnership between CCube Solutions who supplied the electronic document management software and St Helens & Knowsley’s Health Informatics Service which is providing the scanning bureau and data hosting services.

While Lloyd George notes are not used in day-to-day patient consultations, it’s obligatory for practices to keep them as they are often required by GPs when reports are written for solicitors, insurers and so on, and access to historical patient information is needed.

These records follow a patient around from practice to practice so keeping everything is seen as good information governance policy. Digitisation and removal of the Lloyd George notes is a logical step given it’s the only area not computerised within most GP surgeries. The benefits are immediate: practice efficiency and space realisation. Removing racking systems for notes means more room available for clinical care. This is crucial as GP practices take on more patients, counselling services, GP registrar training, and some work from secondary to primary care.

Staff at a typical GP practice access the hosted system using a standard Internet browser – there is no need to install any software at the GP practice. Once logged in, the user will search for and select a patient. The eLGs portal displays a number of chapters to make it easier for the user to navigate through the digital record and display the required document via an integrated document viewer. The system is intuitive and typically requires about 10 minutes of training to use.

The eLGs solution perfectly addresses today’s drive for efficiency, cost reduction and improved service in the NHS – all the things that the Government’s QIPP agenda is pushing. It is secure, easy to set up, cost effective and crucially an operational cost rather than a capital one which makes budgeting straightforward.
A typical practice has, on average 10,000 Lloyd George wallets.
The average wallet size is 132 pages, i.e. an average of 1,320,000 pages per practice. Such a practice may spend half a day per a week moving and copying files which, over a year can work out to c. £2,000 in admin costs. With eLGS, everything is available online. If a record is to be sent to any external agencies/parties, there is no need to print – the data can be exported using encrypted devices.

In addition to the financial, space and information access benefits, the e-LG solution is simple to administer, removes the risk of paper being incorrectly filed, improves the working environment as clutter is removed, and preserves information as digitised content removes the issue of paper deteriorating over time. Ultimately it allows staff to focus on offering better customer service rather than wasting time on non-productive administrative tasks.

Hosted e-LGS easy for GPs to access, with records quality guaranteed
Designed to be intuitive and simple-to-use, authorised GPs and practice managers access e-LGS using a standard Internet browser on their normal desktop PCs or laptops with broadband connectivity provided by the NHS National Network (N3). Once the content of the Lloyd George records are scanned, the paperwork is securely destroyed with only the original envelope retained, and returned to the GP Practice.

eLGs service benefits
First dedicated online Lloyd George notes service in primary care frees up space, improves efficiency and saves money.

PRACTICE
• Frees space for clinical care
• Reduces administrative costs
• Reduces clerical workload, allowing practice staff to focus on customer service rather than non-productive administrative tasks
• Avoids notes going missing or being misfiled
• Minimises health & safety risk associated with a cluttered workplace
• Preserves the integrity and content of the files as patient notes are computerised

CLINICAL
• Fast, touch of a button access, to Lloyd George notes
• Reduces time spent report writing as all patient medical records are now computerised and available on screen
• Simple and intuitive to use – information can be found as quick or quicker than paper
• Electronic system replicates existing paper note structure so quick to learn

SOLUTION
• Flexible payment plans
• Operational rather than a capital cost
• Managed by experts within the NHS
• Simple to deploy and manage
• Auditing of notes ensures practice data is up-to-date
• Simple process of adding and removing patients as they change surgeries

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