

Patient Portal

Frequently asked questions

1. What is Phase One?

Phase one is a Read Only Plus model which allows patients to view and edit their personal information including additional addresses, contacts, and authorised signatories. It also allows them real time tracking of their delivery from scheduled through to the estimated time of arrival and how far away the driver is from their address.

2. What is Phase Two?

Phase two further enhances the functionality of the patient portal, allowing patients to book and amend their own deliveries.

3. When is Phase Two launching?

Phase two is due to go live at the end of November. The new functionality will be immediately available on launch to any patients who are active portal users. We will continue to roll out to more patients each week.

4. What testing process have you completed before launch?

User acceptance testing was completed in 3 phases:

- Phase 1: A collaborative testing hub conducted with the developers (The Nav People) to sign off each element of the Acceptance Criteria.
- Phase 2: Business SME documented testing in our testing platform QTest - this was a first pass sign off of test scenarios alongside the developing partner.
- Phase 3: Volume testing conducted by our Patient Services team - this was detailed, multi-test executions across different devices. Each test scenario was completed multiple times, resulting in over 1000 total test executions.

5. Is the portal DTAC and DPIA approved?

Lloyds Clinical has a Data Protection Officer in place and Patient portal has an approved Data protection impact assessment in place. We have also completed DTAC approval with the support of a Clinical Safety Officer and will maintain the support of this service.

6. How do patients register for the Lloyds Clinical Patient Portal?

Patients will be invited to register with an invite sent via SMS and must verify their identity by providing their full name, date of birth, and postcode that matches our CRM records. They will then set up login credentials using multi-factor authentication (MFA).

7. What security measures are in place for the Patient Portal?

The portal uses MFA for login, verifies email addresses via a one-time token, and does not store any personal data within the portal itself. All data is stored in Lloyds Clinical Business Central ERP, ensuring compliance with GDPR and other security protocols.

8. Can patients update their personal information through the portal?

Yes, patients can add, edit, and remove personal information, including addresses, contact details, and additional contacts. They can also request changes to their name and home address and add additional address options and authorised signatories for delivery.

9. How can patients track their medication deliveries?

Patients can view the status of their deliveries in real-time through the portal. The statuses include Scheduled, Booked, In Progress, and Shipped. They can also track the ETA of their driver on the day of delivery and view the history and details of their last six completed deliveries.

10. Will patients be able to change the language of the portal?

The portal has only been developed in English, however it is accessible via Google Chrome which has the translate extension enabled. Chrome recognises the language as English and patients can use this extension, if required, to select their preferred language for translation.

11. Does the portal prevent patients from requesting their deliveries more frequently and therefore overstocking medication?

When booking a delivery, the patient is offered a booking window which falls 7 days either side of their planned delivery date.

- The planned delivery date is determined by the prescription frequency and the last confirmed delivery date.
- The portal will not allow the patient to bring the delivery forward any more than 7 days.
- If the patient then amends their delivery booking, they are offered the same range of dates as the original delivery booking which stops the patient from amending their delivery and bringing it forward another 7 days.
- The next delivery date in the schedule is NOT amended if the patient brings their delivery forward/back by 7 days - this ensures that the prescription is not fully dispensed sooner than expected.
- There is a call to action on the delivery booking page which prompts a patient to call Lloyds Clinical if the dates offered don't align with when they will next require a delivery.

12. How close to the delivery date can a patient amend their delivery?

Patients can amend either the date of their delivery or the chosen address up to the moment Lloyds Clinical have started the dispensing process which is usually 48 hours prior to the booked delivery date. After this point, the amend button is no longer available to be selected in the portal and the delivery status changes to "In Progress".

13. What should a patient do if they encounter issues with the portal or their delivery?

For any issues with the portal or deliveries, patients should contact the Lloyds Clinical Patient Services team via phone on 0345 263 6123 or email at patientportal@lloydsclinical.com.

14. Can patients manage delivery addresses and additional signatories through the portal?

Yes, patients can add, remove, and update delivery addresses and designate additional signatories who can accept deliveries on their behalf.

15. Is there any marketing or unsolicited monitoring conducted through the portal?

No, there is no marketing, systematic monitoring, profiling, or automated decision-making without human intervention conducted through the patient portal.

16. What are the benefits of using the Lloyds Clinical Patient Portal for patients and the trust?

The portal will reduce the need for patients to call Lloyds Clinical by increasing their visibility and autonomy over personal information and delivery booking process. It also improves the likelihood of successful first-time contact and delivery, complements existing services, and enhances patient satisfaction through real-time updates and personalised contact options.

17. What steps are taken to verify patient email addresses during patient portal registration?

During registration, the application verifies the email address by sending a one-time token that the user must activate, preventing unsolicited access.

18. Are all patients eligible to be invited to the portal?

Our view is to roll out to as many patients as possible however, we may limit patient cohorts based on a clinical assessment and may decide that some patients are not suitable based on the service they are aligned to. All patients must have received their first two deliveries on a new service in order to be eligible for invitation.

19. Does this include delivery of ancillaries as well as drug items?

Patients will be prompted to confirm which ancillary items are required for their delivery and, where appropriate, will have the option to remove unnecessary items that they already have ample stock of in their home.

20. Can patients track their nursing visits through the portal?

Not in this phase but we are currently scoping what can be enabled for future development and will be exploring the option of nurse visit tracking.