

KB0074607 - Latest Version▼

EMIS Web system performance

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We are aware that some of our EMIS Web users are experiencing performance issues and we are committed to sharing regular updates on the work we are doing to address the issues and improve your experience.

Thank you for your patience as we work at pace to make improvements.

14 September 2021 - EPS performance update and upcoming releases

Electronic Prescription Service (EPS) Performance

Following the update we published in August 2021 regarding improvements to EPS performance and functionality, we wanted to provide a more detailed overview of the fixes and enhancements we have released so far, and share more information on upcoming changes and future plans.

EPS is a key focus of our System Performance initiative and we are confident that the programme of work outlined below will have a substantial positive impact on your experience of the EPS module.

We are grateful to everyone who has provided feedback via our Service Desk which has helped us to understand your issues and frustrations and identify effective solutions. We are excited to release these improvements and work with our users to understand and analyse the impact they have.

Improvements released to date:

Since May 2021 we have delivered several EPS improvements, including:

EMIS Web 9.12.4 (Completed rollout: 19th May 2021)

- Reduced background activity to make it quicker to select, reject or reauthorise medication requests (PRB0048463)

EMIS Web 9.13.1 and 9.13.2 (Completed rollout: 9th July 2021)

- Ability to disable user defined patient warning associated to a "Load Medical Record" trigger point which can increase the loading speed of patient records

- Improvements to the Medication Workflow to make it quicker to move between medication tasks and sign EPS prescriptions
- For community users, improvements to the process to load patient data relating to spells..
- A fix to ensure the correct status is applied to completed tasks and they are removed from the signing inbox
- Issue resolved: Unable to load drug history when the selected drug has been issued and printed many times
- Implemented an out-of-office details cache that reduces the need to for information to be retrieved from the server, improving speed in Medicines Management
- Improved encryption algorithm to improve the performance of calls made over the network

EMIS Web 9.13.4 (Completed rollout: 1st August 2021)

- Reduction in the time it takes to select patients and tasks and navigate the Medication module by introducing a way to batch calls to the server when running large protocols

EMIS Web 9.13.5 (Completed rollout: 16th August 2021)

- Resolved an issue causing errors when loading nominated pharmacy information
- Implemented changes to reduce KD Errors in EPS

Upcoming releases and future projects:

We have been working on an 'EPS Caching and Performance' project to significantly improve efficiency and performance. The solutions we have developed are being tested and we plan to release them in Autumn 2021.

This work includes:

- Removing unnecessary Spine PDS syncing for items in the Awaiting Signing inbox, which will reduce the time it takes to load and sign multiple prescriptions. Initial testing showed a 50% improvement in prescription signing time based on a scenario of 20 patients with five items each.
- A caching solution for the Requests and Requests with Queries inbox which allows data to be loaded in advance and stored locally. This will reduce loading times, make it quicker to navigate through tasks and improve performance.
- A series of system and process optimisations to improve the efficiency of the whole module.

We have also identified more opportunities to optimise coding and functionality to improve user experience and performance. We are currently developing and testing these enhancements. We will confirm release dates and details of the expected benefits once testing is complete:

- An improvement to reduce the lag when reloading a page to create a smoother user experience (including screen flickers and delays in the screen 'catching up' when switching between tasks)
- Moving some functionality from the client (on the user's computer) to the server regarding care record audit trails which reduces local memory use and network traffic and improve security
- Moving pop-up alerts from the client to the server and ensuring only necessary information from the care record is loaded when opening Medicines Management tasks. This will reduce local memory use and improve speed and performance
- Removing unnecessary duplicate calls to the server related to workflow task counts and 'out of office' details to reduce traffic and improve speed

Next steps:

We are continuing to identify ways to improve the EPS module, including proactively seeking ways to improve the coding, optimisation opportunities, addressing outstanding PRBs reported into our Service Desk and working with users to understand enhancements which will improve patient care.

We have just started development work on two further code optimisation projects:

- Removing unnecessary duplicate calls to the server when patients have one-off pharmacy nominations to make it quicker to load patient data and navigate through tasks
- Combining multiple calls into one server call to reduce the time it takes to load patient data

Following customer feedback, we are also investigating 'batch signing' functionality and assuming this development work is successful, we expect to be able to deliver a solution in early 2022.

Thank you for your patience whilst we have worked to develop this programme of work to improve our EPS module. If you are experiencing any issues with EPS, please continue to report them to our Service Desk to allow us to investigate them and shape and prioritise our EPS work accordingly.

Please find all the previous system performance updates below:

6 September 2021 - EMIS Web 9.13.7 and 9.13.8 update

17 August 2021 - EMIS Web 9.13.5 and 9.13.6 update

2 August 2021 - Improvement to EPS functionality update

30 July 2021 - EMIS Web 9.14 and Support improvements update

23 July 2021 - Network and Spoke Server configuration update

19 July 2021 - EMIS Web 9.13 and EMIS-X Analytics platform update

29 June 2021 - EMIS Web 9.13.2 and network configuration update

15 June 2021 - EMIS Web 9.13.1 and improving data deadlocks update

17 May 2021 - Network configuration and EMIS Web Client Performance update

27 April 2021 - EMIS-X reporting tool and EPS Performance update

15 April 2021 - Actions we are taking to address system performance

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