

Links shared in exchange:

- [FLS-DB check in registration form](#) if you want a session to discuss your FLS-DB performance data or other FLS issues.
- FLS survey to help us understand local funding issues that could limit FLS improvement
[NHS Cost Cutting Survey](#)
- [Transfer of care checklist](#) to share with patients moving between services.

Attendees suggested several tools they have experience of using:

- Clinical AI Agent owned by Oracle Health
- [Isla Health | Digital Pathway Platform for Remote Patient Care](#)
- Nerve Centre and EPIC (flagging for Zol)

Summary of the Discussion from the Breakout Rooms
Identification

- Working with local business intelligence team allowed generation of weekly or monthly reports identifying patients over 50 with fractures coming to hospital using existing hospital coding.
- Review A&E reports but still rely on manual screening or keyword searches using selecting effective keywords, which often requires trial and error locally.
- Improving links to primary care data for identification of patients, e.g. using a data-sharing agreement to access GP records.

Assessment

- Integrated the assessment form into EPIC to autogenerates a GP letter and send data directly to the FLS-DB.
- Using an AI agent during telephone assessments that listens to the full conversation and summarizes key clinical information, excluding irrelevant details to auto-generates a letter to the GP, which can be sent the same day and integrates with Cerner, reducing the admin burden.
- Automated pathway from initial assessment to follow-up including sending electronic questionnaires for patients, pathway requested DEXA scan and laboratory requests and issuing alternative letters.

Treatment**1. Different Models Across Services:**

- a. Services within rheumatology often have direct access to treatments like IV zoledronate and teriparatide.
- b. Services based in other specialties, such as orthopaedics, often rely on GP referrals, which may delay treatment.
- c. Fast-tracking treatment by integrating FLS workflows with clinical systems.

2. AI and Digital Tools in Development:

- a. Emerging AI tools help streamline assessments and reduce documentation workload.
- b. Integration with clinical systems like Cerner is being piloted to improve efficiency.

Monitoring

- Check GP records to see if they had renewed bisphosphonate prescriptions, allowing reminder letters to be sent without direct patient contact.
- Creating a dedicated 52-week clinic run by a Band 7 staff member increased compliance to 70%, with hopes to reach 80%.
- ROS Medication Support Programme BoneMED
- Education Programme for Patients (EPP) was launched to support engagement, starting with a face-to-face pilot and planning an online hybrid version in October.