



# Citizen's Account provides security for NHS website

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Scott Cunningham,  
Ninewells Hospital



**A Customer First initiative has helped a technical team at Ninewells Hospital to open the door to better medical advice for diabetes patients throughout Scotland.**

As the nation's 230,000 people with diabetes is expected to double in number within the next 10 to 15 years, the 'My Diabetes My Way' website is playing a vital role in empowering patients to manage their own condition.

For some years, a technical team at Dundee's Ninewells Hospital has been pioneering an online service for diabetes patients throughout Scotland. When it was decided to make the 'My Diabetes My Way' site fully interactive, it was vital to ensure that patient records were completely secure.

Scott Cunningham, the technical consultant for the website, explains: "We've been providing online advice and medical information for people with diabetes for 10 or 11 years. We wanted to make this new, national site more interactive, but there was an obvious problem in ensuring security for the personal information held on each patient's file.

"However, the Citizen's Account is totally secure, so we were able to use that as the platform for the My Diabetes My Way website - it was one of the key building blocks of our enhanced service and saved our small team a great deal of time. It's quite normal for worried patients to find that they don't remember what their consultant,

[Continued overleaf >](#)

**Bottom Line Benefits**

- Patients empowered to understand and take control of their diabetes
- Secure access to personal medical details
- Potential time savings for GPs and consultants



In association with:



# CUSTOMER FIRST

## The Customer First Advantage

In the new spending context for local government, the Customer First programme helps councils to deliver:

**Better quality public services** through improved collaboration and learning

**Faster response** by delivering 'first time' public services

**Enhanced credibility** improving perceptions of local government

**Lower costs** by delivering public services more efficiently

**Wider coverage** ensuring people receive the services they're entitled to



GP, or practice nurse said at their latest check-up, but now they can remind themselves by going online at home to see the notes from their health care professional.”

Originally developed by Customer First as a method for putting the services of all 32 Scottish councils online, the Citizen's Account is now being adapted for wider use - including in the NHS.

It is anticipated that, as patients become more confident in managing their own condition, the website will lead to fewer patient appointments, thus saving the NHS time and money. Similar sites are being considered to cover other long-term medical conditions, such as cancer or asthma.

### What Products?

The technical team at My Diabetes My Way adapted and customized the following Customer First tool:

**Citizen's Account/Citizen's Portal** - a single online portal through which citizens can access a wide range of public services, including personal health details, prescriptions and hospital appointments. The Citizen's Account provides secure authentication of each user's identity.

### Number Crunching

**£3.3 billion** - targeted annual government savings on technology infrastructure

**26p** - the average cost of a public sector internet transaction

**£30 million** - potential annual savings for Scottish local government through improved delivery of online and telephone services

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Customer First is a £34.5m Scottish Government-backed programme to deliver more convenient and responsive public services, encourage online access to services and ensure that at least 75% of core service requests can be handled at first point of contact. It has been developed in partnership with councils, COSLA and the Society of Local Authority Chief Executives (SOLACE), under the auspices of the Improvement Service.