

W5. Shared record system for social care staff to access health information

Nottinghamshire County Council Our Journey

LGA Digital Showcase Event November 2018

Rosie Gilbert- Project Manager Integrated ICT
Adult Social Care & Health Transformation Team

Anne Morgan- ICT Technology Partner
Business Change and Engagement



**Nottinghamshire
County Council**

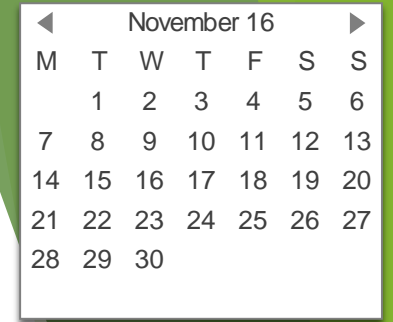
How we got to this point...



◆ November 2016 First Interoperability project at Kings Mill Hospital

◆ Following this success a report was completed by an interim project manager in Early 2017 on “Technology Transforming Care”

◆ A Programme of work was commissioned through BCF to support the resource requirements



◀ November 16 ▶

M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

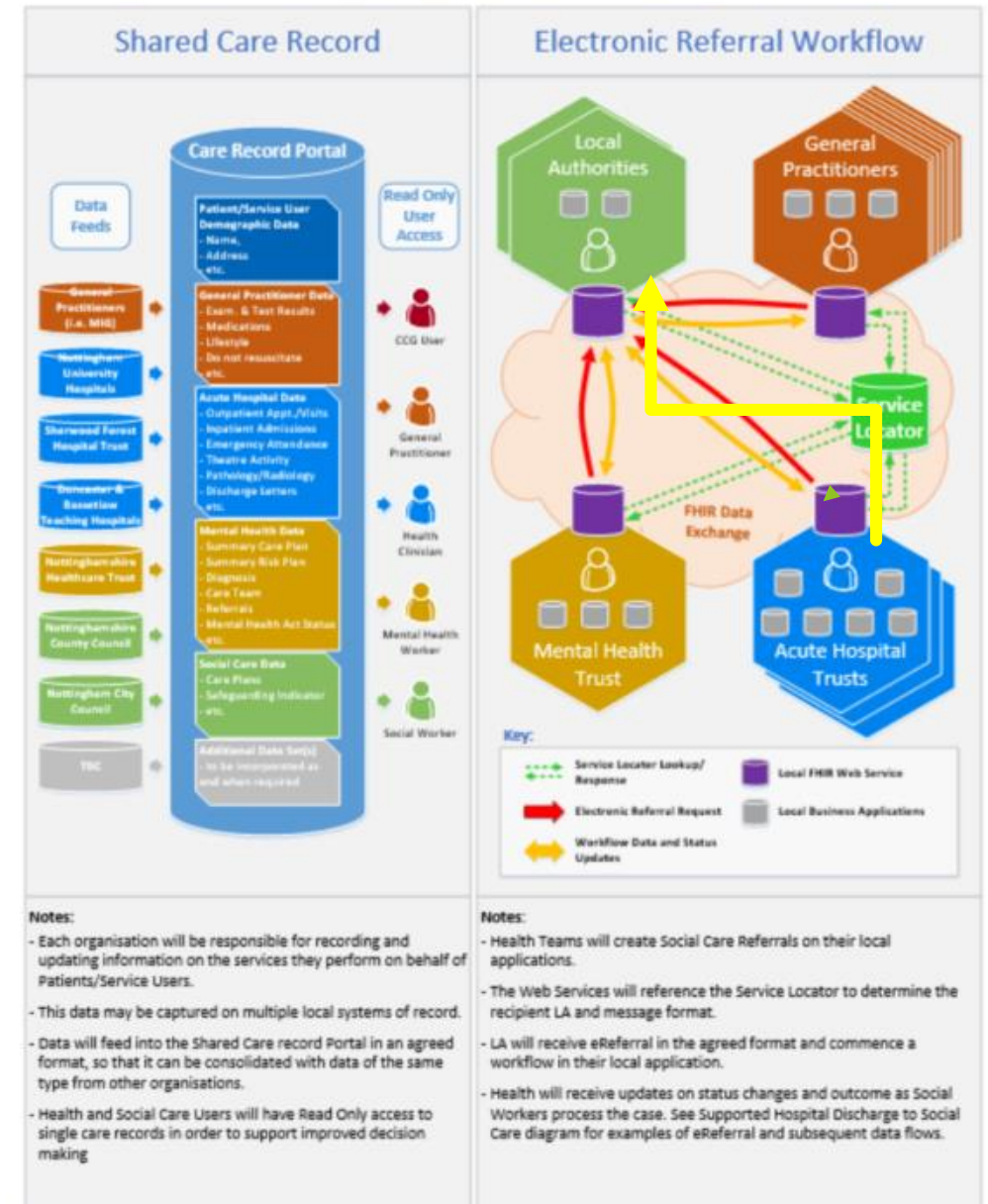


Nottinghamshire's Interoperability Vision

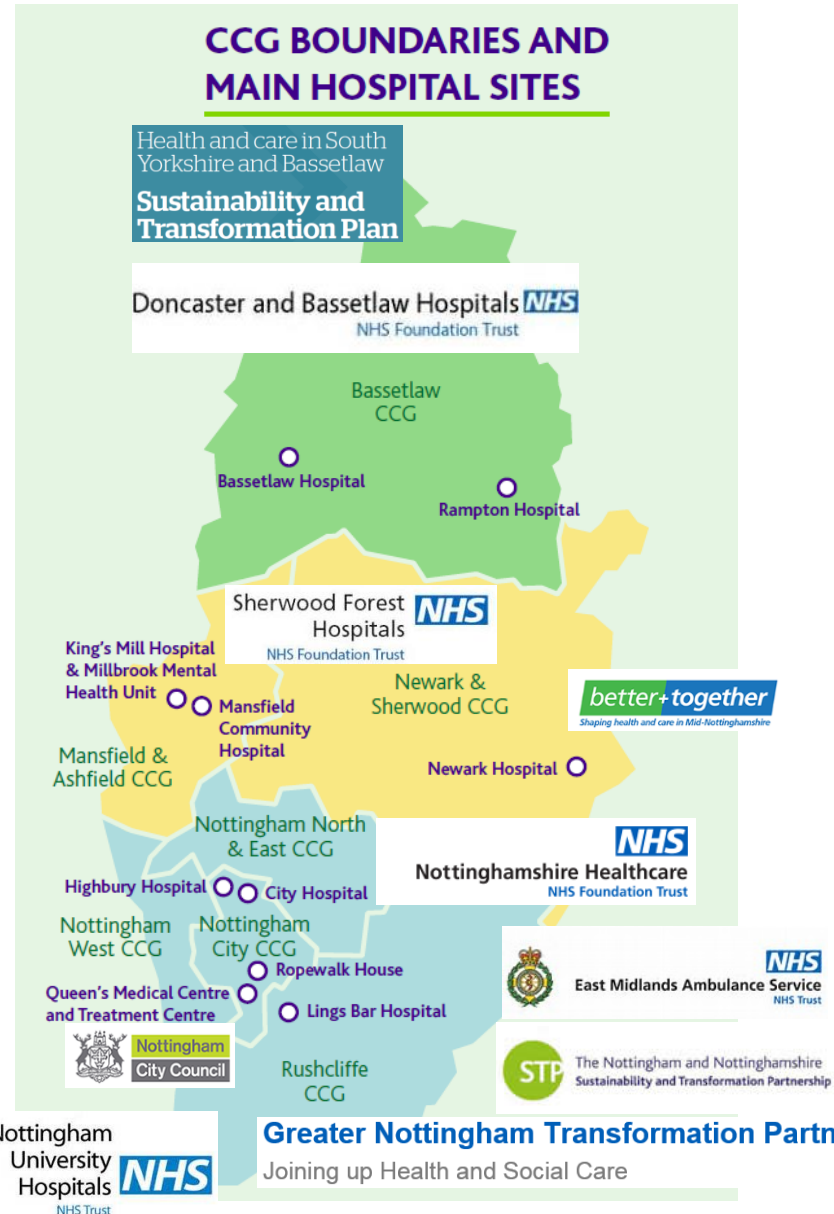
- ◆ A shared record to access information required by social care staff to make a decision on treatment or care required about an individual with a holistic view of their overall care
- ◆ A real-time Workflow of distinct information needed by services to start the referral process between services and begin commissioning pathways

Both are important- the health and care portal will not solve all information sharing requirements in health and social care integration.

Nottinghamshire Health and Social Care Interoperability Vision



Key Partners and Organisations



- ◆ 2 STPs
- ◆ 3 Planning Areas
- ◆ 3 Hospital Trusts
- ◆ 1 Community Foundation Trust
- ◆ 7 CCGs



Other Key Projects

- ◆ **Automated Assessment Notice Referrals/
Withdrawal and Discharge Notices and
Change in circumstances**
- ◆ **Sharing Social Care provider information
with Hospital Emergency Department
preventing unnecessary Admissions**
- ◆ **Predictive Analytics**
- ◆ **Health and Social Care Network (HSCN)
Connectivity**

Nottinghamshire Health and Care Portal



◆ The Solution?

Where does the information come from?

Nottingham University Hospitals 
NHS Trust

Hospital Admissions , Results,
Discharge Summary Letters



Sherwood Forest Hospitals 
NHS Foundation Trust

Hospital Admissions , Results



Nottinghamshire Healthcare 
NHS Foundation Trust

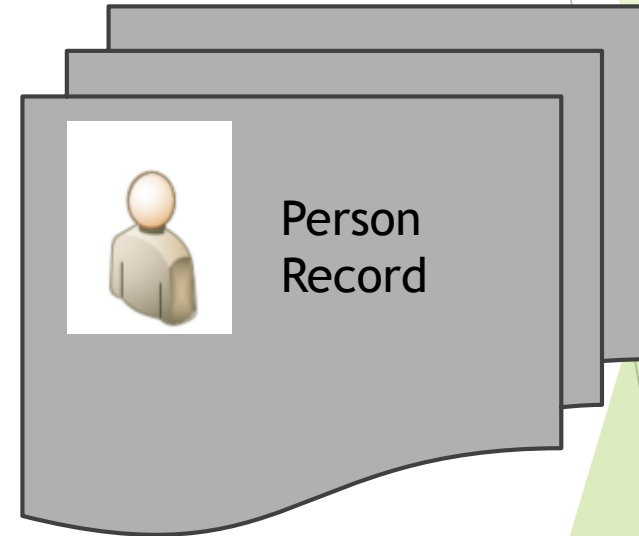
Rio Mental Health involvement



 **healthcare gateway**



Long Term Conditions,
Medications, Allergies, EOL



Project Phases

Phase 1-

Access for Social Care staff to view Clinical data
in the Portal

Pilot team access November 2018

Phase 2-

Upload Social Care dataset to Portal to be
available to Clinical Health staff

Hoping to be live early 2019

What is the Portal?



Graphnet/ System C CareCentric Portal

Other users- Greater Manchester, Cheshire, Hampshire

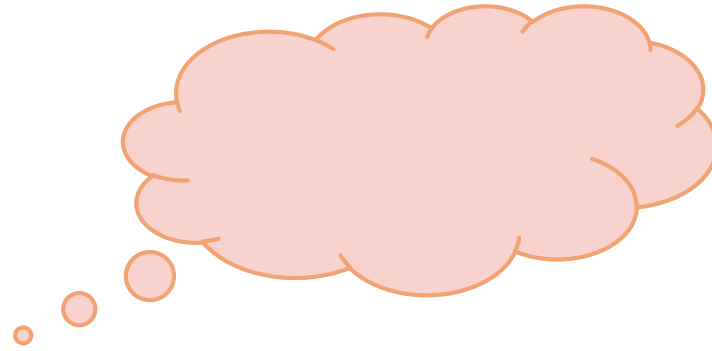
The screenshot shows the 'Hospital Activity Summary' page. At the top, there are four navigation icons: 'MIG SUMMARY', 'ACTIVITY', 'CLIN. LETTERS', and 'MENTAL HEALTH'. Below these is a breadcrumb trail 'Home > Activity Summary' and a sync status 'Last synced at 16:55 PM'. The main content area is titled 'Hospital Activity Summary' and contains three sections: 'Latest Outpatient Activity', 'Latest Inpatient Waiting List, Admission & Discharge Activities Only', and 'Latest Emergency Activity'. Each section has a 'Showing 1 - 2 of X' indicator and a list of activity items with details like date, time, specialty, location, and clinician.

Latest Outpatient Activity				
Showing 1 - 2 of 21				
Outpatient Appointment	Specialty	Ophthalmology	Referrer	Nottingham University Hospitals
19-Jun-2018 09:00	Clinician	Professor Anthony King	Dr D W Hannah	
Outpatient Referral	Specialty	Ophthalmology	Referrer	Nottingham University Hospitals
07-May-2018 11:15	Clinician	Mr Gavin Orr	Dr D W Hannah	
Latest Inpatient Waiting List, Admission & Discharge Activities Only. Click to View Additional Activities Including Transfers				
Showing 1 - 2 of 4				
Inpatient Discharge	Specialty	Respiratory Medicine	Clinician	Nottingham University Hospitals
21-Feb-2018 10:00	Location	Fleming Ward	Dr David Baldwin	
Inpatient Discharge	Specialty	Ophthalmology	Clinician	Nottingham University Hospitals
12-Feb-2018 14:59	Location	EC25	Mr Gavin Orr	
Latest Emergency Activity				
Showing 1 - 2 of 3				
Emergency Attendance	Location	QMC Accident & Emergency	Clinician	Nottingham University Hospitals
29-Jun-2018 12:45			Dr E D Consultant	
Emergency Attendance	Location	QMC Accident & Emergency	Clinician	Nottingham University Hospitals
13-Feb-2018 09:30			Dr Ben Pope	

NUH have done a lot of bespoke development work with Graphnet to make the system work for them.

NCC have also worked with them to develop a more bespoke solution and view.

How does it look?



Allocations

Recently Viewed

Type	Title	Subject (ID)
Folder	Test-21 Patient (101516837)	[4]
Folder	Betty Boop (100115564)	[20]
Folder	Yogi Bear (100004362)	[22]
Folder	Olive Oyl (3033483)	[5]
Folder	Test-21 Patient (101516842)	[1]
Folder	Test-20 Patient (101516836)	[7]
Folder	Test-20 Patient (101516894)	[59]

Person Summary – Mr Test-21 Patient (101516837)

- Person Details
- Start
- Case Notes
- Documents
- Visits
- Health
- Legal Status
- Registrations
- File Location

Demographic Information

Context: Adult
Date of Birth: 30/12/1934 (83 years old)
Address:
(Address Type : Main Address)

Current Work

- 3T Contact Plus (Justin Llewelyn) Summary
- Contact (Older Adults – Hospital Assessment Team – Kings Mill Hospital) Summary
- Contact (Older Adults – Hospital Assessment Team – MCH) Summary
- Contact (Older Adults – Hospital Assessment Team – Kings Mill Hospital) Summary

Person Summary – Mr Test-21 Patient (101516837)

- Person Details
- Start
- Case Notes
- Documents
- Visits
- Health
- Legal Status
- Registrations
- File Location

Demographic Information

Context: Adult
Date of Birth: 30/12/1934 (83 years old)
Address:
(Address Type : Main Address)
23 Deer Park Drive
Arnold

- View record on HIE
- Development Assessments (ea)
- Immunisations
- Dental Visits
- Health Assessments
- Conditions / Disabilities
- Hospital Stays
- Illnesses

NHS Number: [999 444 9877](#) ✓

Current Work

Not

Portal opens in a new window separate to Mosaic

The screenshot shows a patient portal window titled "Social Care Role A" with a close button in the top right corner. The patient information bar at the top identifies the patient as "Testpatient" (Testcommunityfifty (Professor)), Male, born 06-Jun-1967 (51y), with NHS No. 999 444 9677. A notification icon shows 2 alerts. A modal window is open in the center, titled "Patient has 2 alerts".

No risk/Unknown		2 alerts
CCIDNDis (Do Not Disclose Information) ALERT (ALERT) Context: Nottingham University Hospitals	Start Date: 17-Jan-2018	
ALLE-0005 (Drug Allergy: Opiates) ALERT (ALERT) Context: Nottingham University Hospitals	Start Date: 17-Jan-2018	

The modal window includes a "Continue" button at the bottom right. The background portal interface shows navigation options like "MIG SUMMARY" and "ACTIVITY", a breadcrumb "Home", and sections for "Key Contacts & Info" (Mental Health Care Team, No Items Found) and "Record Content & Info" (Available Care Provider Records, No Items Found).

Hospital Activity Summary

Latest Outpatient Activity

Showing 1 - 2 of 21

Outpatient Appointment	Specialty	
19-Jun-2018 09:00	Clinician	
Outpatient Referral	Specialty	
07-May-2018 11:15	Clinician	

Emergency Attendance
QMC Accident & Emergency
29-Jun-2018

Emergency Attendance
QMC Accident & Emergency
13-Feb-2018

Emergency Attendance
QMC Accident & Emergency
17-Dec-2017

Latest Inpatient Waiting List, Admissions

Showing 1 - 2 of 4

Inpatient Discharge	Specialty	
21-Feb-2018 10:00	Location	
Inpatient Discharge	Specialty	
12-Feb-2018 14:59	Location	

Latest Emergency Activity

Showing 1 - 2 of 3

Emergency Attendance	Location	
29-Jun-2018 12:45	QMC Accident & Emergency RDT	
Emergency Attendance	Location	
13-Feb-2018 09:30	QMC Accident & Emergency A-ST	

Showing 1-3 of 3

Emergency Attendance Nottingham University Hospitals

Date / Time	29-Jun-2018 01:00
Attending Clinician	Dr E D Consultant
Location	QMC Accident & Emergency RDT
Reason	Allergic Reaction, Collapse
Discharge Date/Time	29-Jun-2018 01:00
Discharge Method	Discharged

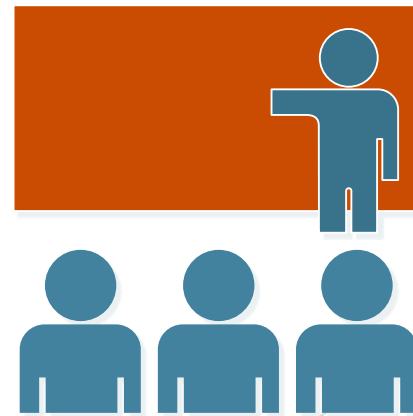
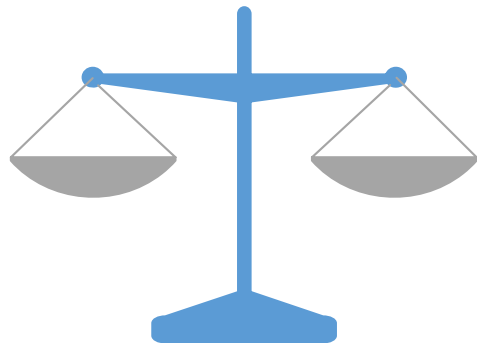
Clinician Details

Attending Clinician Dr Ben Pope

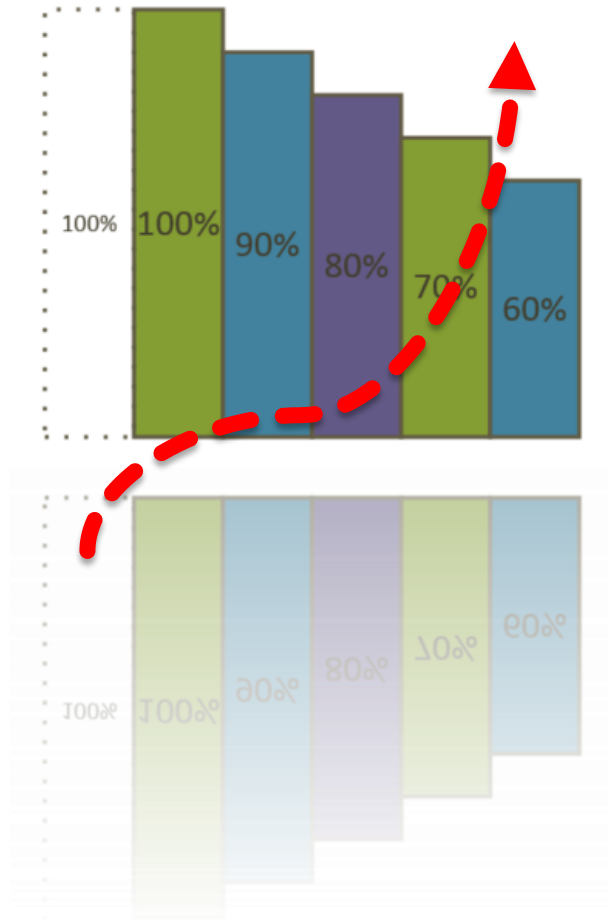
Nottingham University Hospitals

Clinician Dr Ben Pope

How was the Project Managed?



Benefits

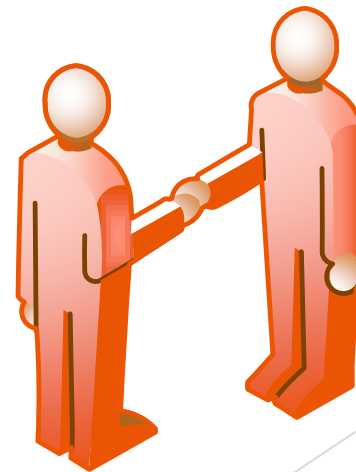
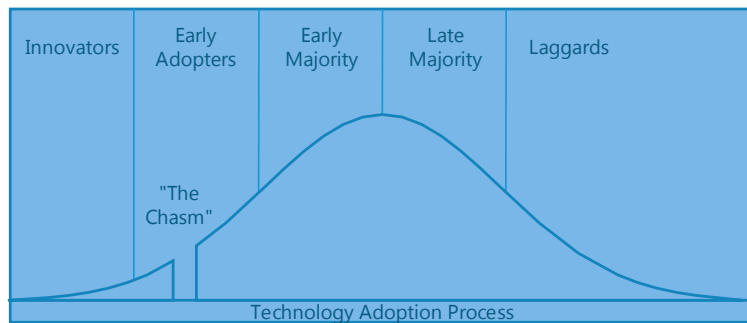
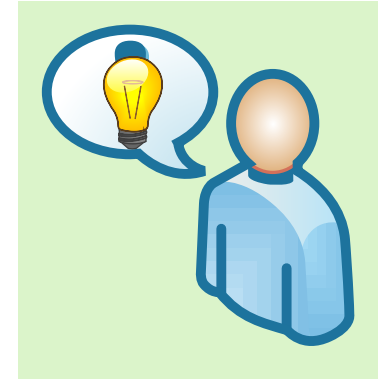


Measuring Benefits

- ◆ Define the key information being chased
- ◆ What are the current process for how long it takes to access health information needed?
- ◆ Can the information be gathered from the Service User directly?
- ◆ What is the information used for after accessed by workers?



Changing Processes



Staff Feedback

This will make such a difference just knowing who else has been involved in their care.

It will save me so much time!

Older Adults- Social Care
Community Team Manager

So I'll be able to see if someone is admitted to hospital without calling? That will be so useful!

Social Worker Older
Adults

*Can we have that now please?
You have no idea how much time this will save us!*

Senior Practitioner in Adult
Access Team

It is often extremely difficult to get hold of NHS employees, having to request a call from the GP, and then missing the return call. Additionally waiting over 20 minutes to get through to a ward.

Social Worker in Older Adults Team

The future, Next Steps and Lessons Learnt





Questions?