

Frequently Asked Questions



Your Questions Answered

Where has the data come from?

The data comes from Health and Care organisations across the Yorkshire and Humber regions who are providers of data into the YHCR and is real patient data available in the production environment. For a full list of data from organisations and social care, please see [Data Maturity](#) document.

What information is shared?

The aim of the YHCR is to share a common set of information on each individual, that professionals can access to support direct care. The sort of information that is shared includes: demographics and contact details, medications and allergies, a list of diagnoses, vaccinations, test results and GP and hospital activity such as referrals, clinic letters and discharge information.

How often is the data pulled through to the Interweave portal?

The data is pulled through on demand in real time.

How up-to-date is the data?

This depends on the organisation, e.g. it may be updated daily overnight, in others it may be real time.

Your Questions Answered

How come I can't enter any data into the system?

The portal is a front-end developed website and an enabling tool. It is there to support decision-making and is read-only, therefore you cannot enter anything into the system. For more information please see <https://yhcr.org/>.

How long before I am timed out on the system?

You will be timed out after 30 minutes of inactivity.

I don't see the sections I should be seeing on the patient summary page?

If there is a case where sections are missing from the patient summary page which are relevant to your role, please contact your help desk so they can raise a ticket with the YHCR central team. It is important to remember that the UHCR can only display data that is provided to it.

Where can I find out the provider organisation represented by the ODS code?

Hovering over the ODS code within the portal will allow you to find the name of the provider organisation. If you would like to search up a particular organisation's ODS code, you can use the [ODS portal](#).

Your Questions Answered

What if I don't get a return on my patient search?

The patient record may not be available within the region or the organisation where the record should come from may not yet be connected to the YHCR. You can find the full list of organisations connected to the [YHCR](#). Please contact your help desk if the organisation from where you expect to see the record is listed but you are still receiving a null return.

Who do I contact for specific issues?

If you're stuck on a specific step within the portal or would like to provide feedback on the functionality – contact then [YHCR Team](#) or log a call with your current Primary Care IT service provider (N3i / NECS)

Where can I obtain further information?

Supporting documentation and materials are available from the [YHCR Interweave Portal online repository](#)
This repository will be kept up to date with any changes or new information as it becomes available.

Why does the PDS information shown on an attachment letter from provider differ from the details held by the Practice?

GP practices are key to maintaining the accuracy of the NHS PDS which is routinely updated through prompts in practice clinical systems. Practice held PDS data has a high level of reliability and should be considered the prime record in the patients record. PDS information held by other providers such as hospitals may be last known information received by the provider e.g. patient may have moved address since the most recent episode of care. If a future referral was made, Practice PDS information would be used, this would result in provider organisation receiving latest PDS and therefore update their records to reflect.

Your Questions Answered

What are the benefits?

Some of the benefits users have noted include better coordinated and safer care, more time to spend on care, less paperwork and chasing information on the phone, fewer unnecessary tests, more accurate prescriptions, better self-management for individuals and more efficient use of health and social care services.

Who should have access to the Portal within the Practice?

For the purpose of enacting direct care responsibilities for your Practice's patients, any staff member who would benefit from access to the Portal in order to undertake their roles can self-register.

I work at Practice that use SystemOne, but I don't have access to the Portal

Once your Practice is set-up with access, users can self-register to gain access to the Portal. Supporting guidance on how a user self-registers is available: [SystemOne User Registration and Access](#)

If you require any support, please request via contacting your Primary Care IT service provider (N3i / NECS) and quote YHCR interweave Portal or contact the [YHCR team](#).

Your Questions Answered

I work at a Practice that use EMIS, but I don't have access to the Portal?

For the purpose of enacting direct care responsibilities for your Practice's patients you can request access for any staff member who would benefit from access to the Portal in order to undertake their roles. All individuals whom you would like to be able to access the Portal will need a user account setting up on the Portal.

Additional users can be requested at any time. Please request via contacting your Primary Care IT service provider (N3i / NECS) and quote YHCR interweave Portal or via email [YHCR Team](#).

For each user we require name, a mobile number and an NHS email address.

Why is access different for SystemOne and EMIS? Why do you need my mobile number?

As contextual launch is not currently available for EMIS Practices, the user will require a mobile number (this can be personal or work number) for 2-factor authentication purposes. The user will receive a verification code from the Portal via text on the mobile number provided. The user will need to enter the code sent to the mobile phone to gain access to the Portal.

I work at a Practice that would like to use the Portal

Your Practice may be one of the few remaining in the locality to gain access to the Portal. Please email the [YHCR Team](#) to obtain further detail on when the Portal will be available for your Practice.

Your Questions Answered

What is the difference between the Portal and EPaCCS? Do I need access to both?

Although the Interweave Portal and EPaCCS are both part of our shared care records offering in HNY, they have different purposes and work slightly differently. EPaCCS is an electronic shared care plan which can be collaborated on by lots of different health and care providers. As such there is the ability to 'write-back' and 'create' new records for end-of-life and palliative care patients, as well as 'read' information provided by other organisations. In contrast, the Portal provides a 'read-only' view of information from other health and care organisations and is not limited to information related to end-of-life care.

Both of these systems provide benefits to GP Practices (and other organisations) and the good news is that it is the same team (the HNY Shared Care Record Delivery Team) who works with Practices to get them set-up on and delivery training for both systems. Contact the YHCR team for further information or support.

I receive emails about 'contextual launch' from the YHCR and EPaCCS. What's the difference?

From working with Practices and other organisations, the overwhelming feedback we received was that having to remember yet another username and password to access a new system is a big barrier to usage, particularly by clinicians. To make both the YHCR Interweave Portal and EPaCCS as useful and accessible as possible, the ability to contextually launch both solutions from SystemOne, without the need to login separately, has been developed. This is a great step forward and one that will help us collectively reap the highest benefits from shared care records.