

Delivering the Yorkshire and Humber Care Record to GP Practices in HCV

YHCR Interweave Portal User Feedback

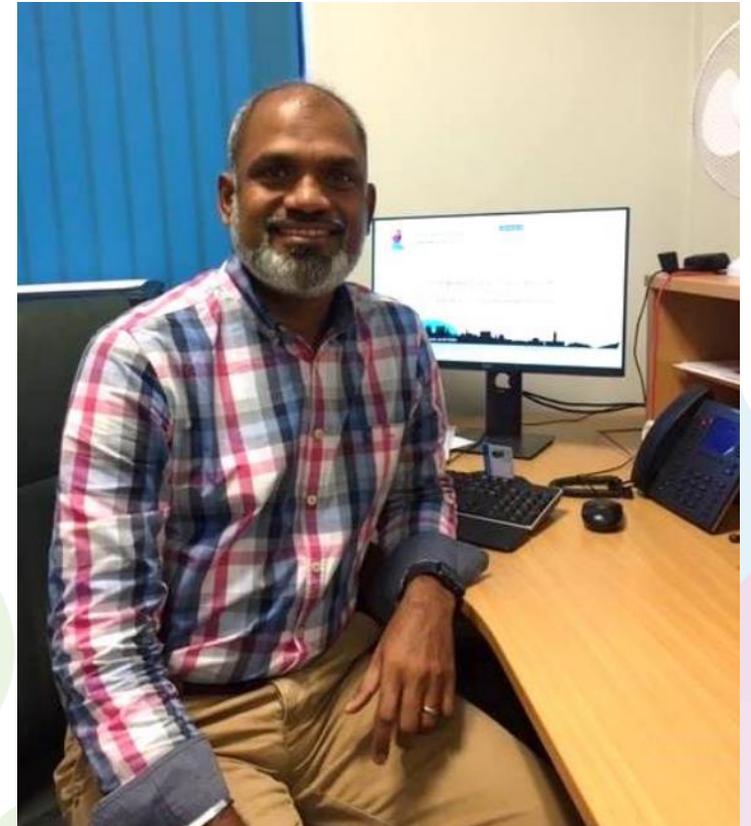
Spotlight!

Kingswood Surgery YHCR Portal User Feedback

Quote from Dr Ajeet Hans one of the clinical leads for Kingswood Surgery who were the first organisation across the HCV, the YHCR and indeed the world (!!)

to go live with the YHCR Interweave Portal:

"I am very excited to be the part of this pilot of YHCR. Having used PPM+ as part of the Leeds Care Record in Leeds in my previous job, I believe that the YHCR has got a great potential to bring all organisations' data accessible in one place to provide high quality care for our patients."



“I could never have managed that patients' needs as quickly as I did without access to the portal providing me with YHCR data. Mrs XX had a review of her treatment at an apt with a consultant at 'X' hospital last week and had already made an apt with me early this week, expecting I would be able to see the details of the consultation with the specialist. Without the YHCR I would have not had up to date information regarding the patient's treatment and investigations, this gap was a potential safety issue and could have led to a misdiagnosis or adverse drug interaction.

Ordinarily we'd have had to wait at least 3-4 weeks for the clinic letter to arrive at the practice to help me understand next steps and confirm medication changes. Without access to the YHCR data I wouldn't have been able to complete necessary next steps for Mrs XX that soon after her being seen in hospital, she would have been disappointed at my apt and left with outstanding needs. I would have had to message our admin/secretary to chase up the outcome from the consultant at the hospital which could have taken days/weeks and added to the delay and the patient wait. Mrs XX would have had to book a further apt with me later or I would have had to have remembered to call her when I worked through the list of tasks I have.

With access to the YHCR I was able to see details of the apt, medications that had been prescribed at the apt and was able to complete the updates to the patient's treatment plan all in the same apt. This reduced: apt/clinical time at the practice / admin time in not having to chase information through ill-defined channels of communication which vary from hospital to hospital and sometimes department to department / patient inconvenience, patient anxiety but most importantly patient safety finally, it meant that the treatment regime the consultant prescribed could begin as soon as possible.”

Spotlight on User Benefits!

NYCC YHCR Interweave Portal User Feedback

Quote from Meshell Heelbeck, a Mental Health Social Worker for NYCC:

“Everyone knows that the pandemic has put additional strain on all health and social care sectors no matter what field you work in. So when I was asked to try out the YHCR Interweave portal I thought it might be of some use. In reality it has saved literally hours of work time. It has reduced the amount of time where social care are waiting for information from health services and that in turn will have impacted on the amount of work that our health colleagues face. It has allowed us to quickly formulate plans when unplanned situations arise and has also allowed us to provide an overall better service to the people we support. Having access to all of the most up-to-date information in one place is an invaluable resource when considering the appropriateness of different support options for those most vulnerable people in society”