

# Delivering the Yorkshire and Humber Care Record to GP Practices in Humber and North Yorkshire

**How the Yorkshire & Humber Care Record is supporting joined-up care**

# What is the HNY Shared Care Record Programme? Joined-Up Records, Joined-Up Care

Our vision is for all of our health and care services and teams to have secure and role-appropriate access at the point of care to a single point of truth about the full spectrum of care delivered to our people

The objective of the HNY Shared Care Record programme is to leverage the regions commitment to the YHCR programme to provide the **right information, to the right person, at the right time.** This improves the health and wellbeing of our people by safely and securely connecting health and care organisations so that real time data is available to clinical and care staff involved in a person's care at the point of care across the full health and care system.

The programme is **locally and clinically driven.** It is focused on delivering tangible and measurable benefits at a local, organisational and individual level. Our organisations will have the opportunity to drive our **local priorities**, so that we can deliver numerous benefits for our organisations, staff and people.

The Yorkshire & Humber Care Record (YHCR) Interweave Portal will become a fully integrated health and social care record for patients and citizens across the Yorkshire and Humber region to support care and will be made available to all GPs across Humber and North Yorkshire(HNY).

## Why do we need a shared care record?

Every health and social care organisation has a different set of records for patients and service users living in Humber and North Yorkshire. These records may duplicate information or one record might hold information about a person's treatment, care and support that another one doesn't.

Information is already shared between health and social care organisations by phone, through paper records or via tactical digital solutions, but this leads to a lot of wasted time, that could be better spent focused on caring for people.

We know from engagement with patients, particularly those with long-term conditions or ongoing healthcare needs that their experience of treatment and care would be significantly improved if up-to-date information about their treatment was available to all the professionals involved in their care.

To help solve this challenge a '**Shared Care Record**' enables health and care professionals to get a **single holistic** view of the person they are looking after, from the **different organisations** and professionals looking after them. It empowers professionals to access this information in a **safe, reliable and efficient way**, at the point of care.

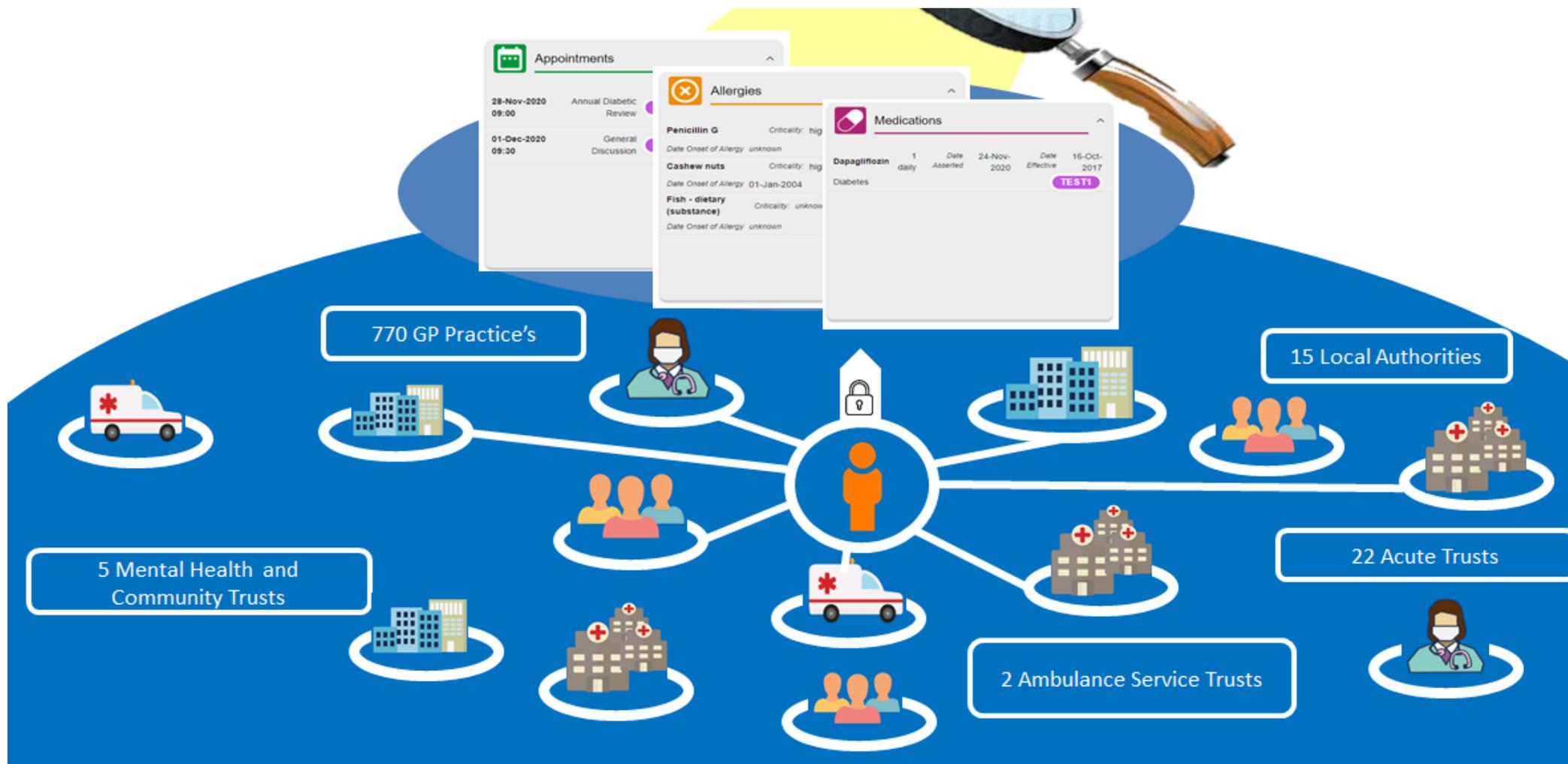
## What is the Yorkshire and Humber Care Record?

The Yorkshire & Humber Care Record (YHCR) provides a **secure single-view** of a patient or service user from different health and care providers, including GPs, hospitals, mental health providers, community services, emergency services, social care and, in the future, the patients themselves.

The technology behind the YHCR is based on open standards and has been developed through a partnership approach, **by the NHS, for the NHS**. Originally developed to meet the needs of health and care providers in the Yorkshire & Humber region, the technology behind the YHCR is now being used by a growing number of health and care systems in England.

The YHCR **does not replace** the existing clinical and administrative systems already in use by health and care providers. Instead, it enables professionals to access a **joined-up view** from all of the health and care services involved with their patients or service users that is accessible via current IT systems or a secure Internet-accessed application.

# The YHCR: A single view of the person from multiple health and care sources



## What are the benefits of the YHCR?

Some of the benefits 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
- More efficient use of health and social care services.

*“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”*

**Meshell Heelbeck - Mental Health Social Worker,  
North Yorkshire County Council**

## YAS Feedback on Access to HNY End-of-Life information via the YHCR

Through May and June this year YAS ran a survey of their team to gather some feedback on the impact of access to end-of-life information has had on frontline service provision. The below are some high-level comments and data returned from the interim report.

**'This enabled us to access the appropriate information to give the appropriate clinical decisions and pathways. It was extremely useful tool to enable good patient care.'**

**'Having access means your can frame conversations when referring to other HCPs to make it clear the patient is not for hospital etc.'**

**'gives extra confidence when making decisions around non conveyance and best interest treatment'**

**'Contributed to a proper history as the relatives had mixed ideas of what was in place.'**



**'Excellent in being able to provide the correct care and pathway for the patient especially if they are unable to communicate or family do not recall.'**

# Yorkshire and Humber Care Record Interweave Portal

**Roll-out across for GP Practices in Humber and North Yorkshire**

# YHCR Interweave Portal – Our journey

- Successfully piloted by PCN in Harrogate
- On-boarded 96 practices across HNY
- Our Information Governance approach is proven, and has been approved by the National Data Guardian, to provide complete assurance to you and your patients.
- Assurance that the product complies with NHS clinical safety standards. As such it is deemed clinically safe and fit for purpose.
- Full patient communications support is provided, including wording for the Practice website.
- Full patient communications support is provided, including digital posters and leaflets for Practice to display.
- On-going communication, engagement and support available
- Microsite developed

# What are the benefits of the YHCR Interweave Portal?

✓	Access to patient information from other organisations including Local Authorities. Data is presented in panels with <b>no separate tabs</b> .
✓	<b>Seamless contextual launch</b> which means you don't need to remember a different username and password – no separate log-in. Contextual launch will not be available immediately for <b>EMIS Web</b> . However, this is in line with the current EMIS position for the LCR.
✓	As the <b>Interweave Portal</b> is a product wholly <b>owned and maintained by the YHCR</b> most new provider data flowing into their exchange would flow into the portal. <b>There will be no additional action for users to be able to view new data made available to the YHCR.</b>
✓	The YHCR Interweave Portal is owned, designed and managed by the YHCR. <b>Initial experience has been good</b> and the roadmap for development is substantial, focussed and designed to be influenced by its customers (e.g. practices, hospitals, the ICS digital leads).
✓	Interweave Portal is available at no additional cost as part of HNYs involvement in the YHCR programme. <b>There will be no change to any administration process or your clinical system.</b>
✓	First line support for the Interweave Portal will be managed by <b>current Primary Care IT service provider (N3i / NECS).</b>

# 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.

**Quote from Dr Ajeet Hans one of the clinical leads for Kingswood Surgery who were the first organisation across the HNY, 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"*

## What data can you see from organisations? Humber Region Focus

Organisation	Datasets	Availability
Northern Lincolnshire and Goole Foundation Trust	<ol style="list-style-type: none"> <li>1. Patient and Demographics Information</li> <li>2. Encounters</li> <li>3. Appointments</li> </ol>	Available soon
	<ol style="list-style-type: none"> <li>4. Documents (Discharge Summary)</li> </ol>	<b>Available Now</b>
Hull University Teaching Hospital	<ol style="list-style-type: none"> <li>1. Patient Information</li> <li>2. Episode Of Care</li> <li>3. Location and organisation details</li> <li>4. Practitioner details</li> <li>5. Appointments</li> </ol>	<b>Available Now</b>
Humber Teaching Foundation Trust	<ol style="list-style-type: none"> <li>1. Patient and Demographics Information</li> <li>2. Documents (mental health)</li> <li>3. Encounters</li> <li>4. Procedures</li> <li>5. Allergies &amp; Intolerances</li> <li>6. Observation</li> <li>7. Condition</li> <li>8. Organisation details</li> <li>9. Practitioner details</li> </ol>	Available soon

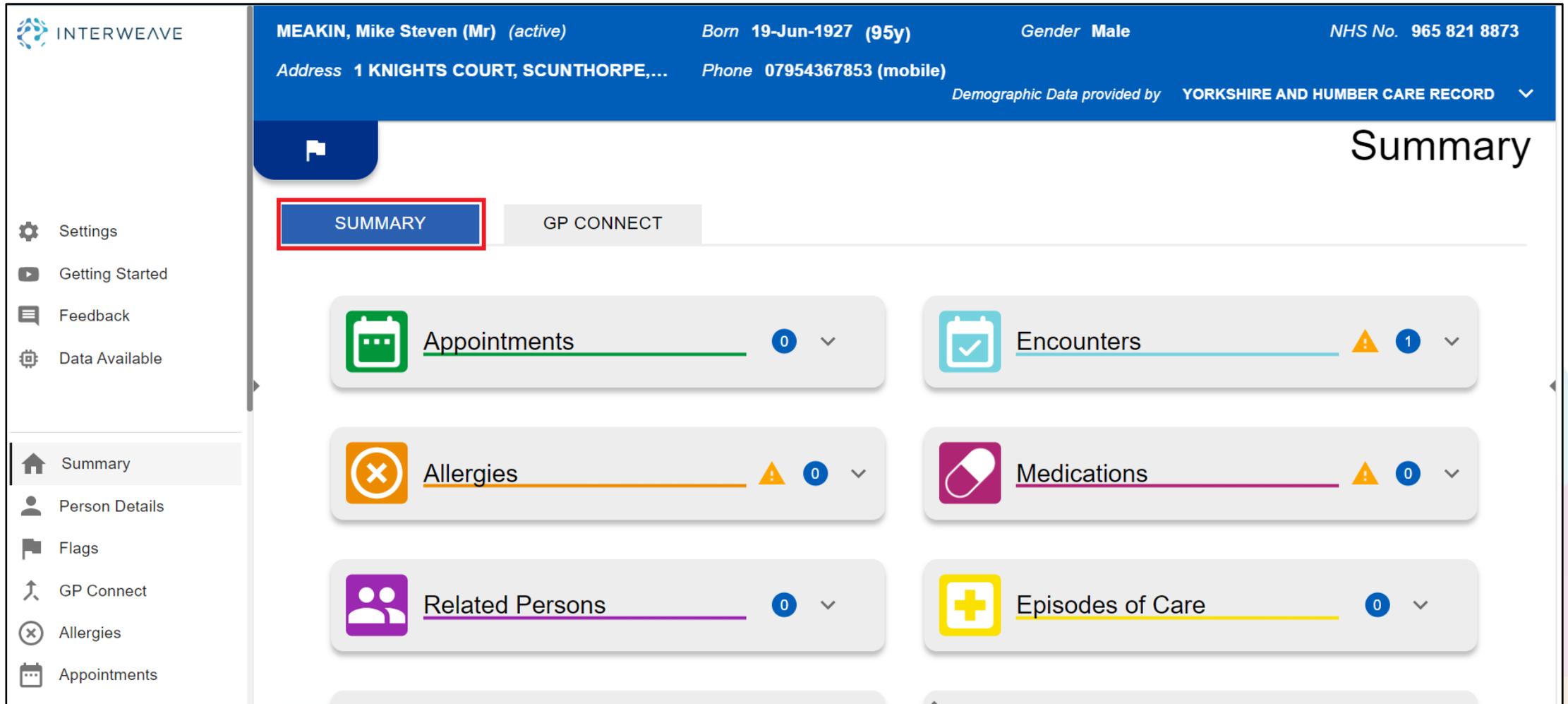
## What data can you see from organisations? NY & VoY Region Focus

Organisation	Datasets	Availability
York Teaching Hospital Foundation Trust	<ol style="list-style-type: none"> <li>1. Patient and Demographics Information</li> <li>2. Documents (For ex. Correspondence, Discharge Summary etc.)</li> </ol>	<b>Available Now</b>
Harrogate and District Foundation Trust	<ol style="list-style-type: none"> <li>1. Patient and Demographics Information</li> <li>2. Encounters</li> <li>3. Appointments</li> <li>4. Location and organisation details</li> </ol>	Available soon
North Yorkshire County Council	<ol style="list-style-type: none"> <li>1. Patient and Demographics Information</li> <li>2. Related people (to the patient)</li> <li>3. Episode of care</li> <li>4. Tasks</li> <li>5. Referral requests</li> </ol>	<b>Available Now</b>

**ICS BOUNDARIES:** Along with all data being made available by providers outside the HCV boundary who are engaged with the YHCR programme (West Yorkshire & Harrogate ICS, South Yorkshire & Bassetlaw ICS, Leicester Leicestershire & Rutland ICS)

# YHCR Interweave Portal

## Default Landing Page – Summary screen



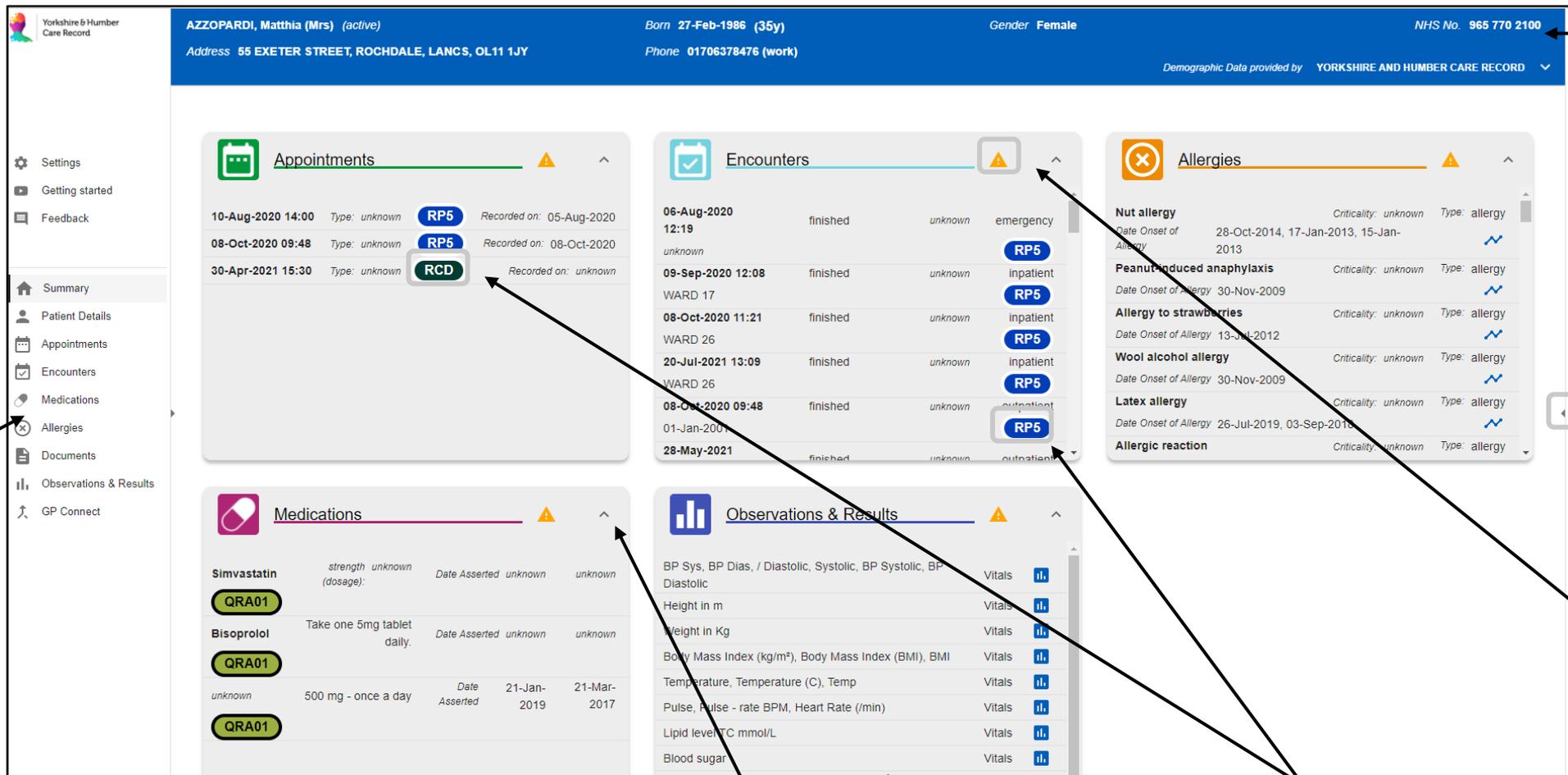
The screenshot displays the 'Summary' screen for a patient named MEAKIN, Mike Steven (Mr). The patient is active, born on 19-Jun-1927 (95y), male, with NHS No. 965 821 8873. His address is 1 KNIGHTS COURT, SCUNTHORPE, and his phone number is 07954367853 (mobile). The demographic data is provided by YORKSHIRE AND HUMBER CARE RECORD.

The main content area features a 'Summary' tab (highlighted with a red box) and a 'GP CONNECT' tab. Below these are six summary cards, each with a colored icon, a title, a progress bar, a count in a blue circle, and a dropdown arrow:

- Appointments** (Green icon): 0
- Encounters** (Light blue icon): 1 (Warning icon)
- Allergies** (Orange icon): 0 (Warning icon)
- Medications** (Purple icon): 0 (Warning icon)
- Related Persons** (Purple icon): 0
- Episodes of Care** (Yellow icon): 0

A left-hand navigation menu includes: Settings, Getting Started, Feedback, Data Available, Summary (selected), Person Details, Flags, GP Connect, Allergies, and Appointments.

# YHCR Interweave Portal Patient Summary Page



**Yorkshire & Humber Care Record**

**AZZOPARDI, Matthia (Mrs) (active)** Born 27-Feb-1986 (35y) Gender Female NHS No. 965 770 2100  
Address 55 EXETER STREET, ROCHDALE, LANCS, OL11 1JY Phone 01706378476 (work)  
Demographic Data provided by YORKSHIRE AND HUMBER CARE RECORD

**Appointments**

10-Aug-2020 14:00	Type: unknown	RP5	Recorded on: 05-Aug-2020
08-Oct-2020 09:48	Type: unknown	RP5	Recorded on: 08-Oct-2020
30-Apr-2021 15:30	Type: unknown	RCD	Recorded on: unknown

**Encounters**

06-Aug-2020 12:19	finished	unknown	emergency	RP5
09-Sep-2020 12:08	finished	unknown	inpatient	RP5
08-Oct-2020 11:21	finished	unknown	inpatient	RP5
20-Jul-2021 13:09	finished	unknown	inpatient	RP5
08-Oct-2020 09:48	finished	unknown	outpatient	RP5
28-May-2021	finished	unknown	outpatient	RP5

**Allergies**

- Nut allergy** Date Onset of Allergy: 28-Oct-2014, 17-Jan-2013, 15-Jan-2013
- Peanut induced anaphylaxis** Date Onset of Allergy: 30-Nov-2009
- Allergy to strawberries** Date Onset of Allergy: 13-Jul-2012
- Wool alcohol allergy** Date Onset of Allergy: 30-Nov-2009
- Latex allergy** Date Onset of Allergy: 26-Jul-2019, 03-Sep-2018
- Allergic reaction**

**Medications**

<b>Simvastatin</b>	strength unknown (dosage):	Date Asserted	unknown	unknown
<b>Bisoprolol</b>	Take one 5mg tablet daily.	Date Asserted	unknown	unknown
unknown	500 mg - once a day	Date Asserted	21-Jan-2019	21-Mar-2017

**Observations & Results**

BP Sys, BP Dias, / Diastolic, Systolic, BP Systolic, BP Diastolic	Vitals	
Height in m	Vitals	
Weight in Kg	Vitals	
Body Mass Index (kg/m²), Body Mass Index (BMI), BMI	Vitals	
Temperature, Temperature (C), Temp	Vitals	
Pulse, Pulse - rate BPM, Heart Rate (/min)	Vitals	
Lipid level TC mmol/L	Vitals	
Blood sugar	Vitals	

The banner above shows a summary of the patient's details.

Expanding this arrow will show you a list of all the providers of the data.

Clicking the 'Exceptions' logo provides information on whether there are any issues with the data.

Drop down boxes where you can view selected patient data.

These logos present codes for each organisation. It means that they have provided that particular piece of data.

This left pane menu shows panels where you can go into the details of the patient, see an example for **Allergies** on the next slide and more in the **Appendix**.

## YHCR Project Team – Key Contacts

Name	Role	Email
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Keith Ollerton	Technical Lead	<a href="mailto:keith.ollerton@nhs.net">keith.ollerton@nhs.net</a>
Tara Athanasiou	Humber Delivery Lead	<a href="mailto:tara.athanasiou@idealts.co.uk">tara.athanasiou@idealts.co.uk</a>
Debbie Westmoreland	NY / VoY Delivery Lead	<a href="mailto:dwestmoreland@nhs.net">dwestmoreland@nhs.net</a>

First line support will be managed by current Primary Care IT service provider (N3i / NECS)

Familiarise yourself with the Portal: <https://www.youtube.com/watch?v=Z-LGDqNmaZo>

Supporting documentation and materials can be obtained from the YHCR Interweave Portal online repository: <https://yhcr.n3i.co.uk/>