

Welcome to the October edition of the Humber and North Yorkshire (HNY) YHCR Newsletter. This monthly newsletter will provide you with the latest information to enable your Practice to get started with using the YHCR Interweave Portal and to help you realise the benefits of using the Portal. As well as providing the latest updates on what new health and care data for your patients is available to view within the Portal, we will provide updates on new developments and enhancements, share top tips for getting the most out of the Portal and give Practices a platform to share best practice.

## Latest News

### Partnership working

Our GPIT providers (N3i and NECS) have supported the on-boarding process by automating the Contextual Launch Configuration which enables you to access the Portal directly from SystmOne without having to enter a username and password. This new automation reduces the set-up time for SystmOne Practices from 1 hour to 5 minutes. This will make a huge difference to the rollout of the project going forward.

### Next phase of deployment

The final phase of deployment is now underway. The team have now engaged with the remaining Practices across Humber and North Yorkshire and the on-boarding process has now commenced with them. The Practices in the final phase of deployment are those across HNY that did not previously use the Leeds Care Record and the Harrogate locality Practices that were not part of the initial pilot. If you haven't received an email from our team, please contact the [YHCR team](#).

### Benefits Analysis – Survey for completion

We are performing benefits analysis across all organisations interacting with the YHCR to define and quantify the benefits to help support further onboarding and investment which will benefit all YHCR users.

Please could we ask you and your teams to complete the below survey which will take approximately 5 minutes.

[Admin Team Survey](#) for completion by Administration staff

[Clinical Team Survey](#) for completion by Clinical staff

We know you are incredibly busy so a massive thank you in advance for taking the time to help us. Your feedback on the ground will really help improve the system for everyone.

### FOR HUMBER PRACTICES ONLY – DART is due to be replaced by WebV for Diagnostic Requesting

Northern Lincolnshire & Goole NHS Foundation Trust (NLaG) are targeting to switch off DART at the end of November so please ensure that you have received your training and have access to WebV prior to the move.

For further information or any queries, please contact NLaG direct:

[matthew.bovingdon@nhs.net](mailto:matthew.bovingdon@nhs.net) or [darren.smith12@nhs.net](mailto:darren.smith12@nhs.net)

### Your Questions Answered

Visit our [FAQ page](#) where you may find the answers to any questions you may have.

The [YHCR Interweave Portal online repository](#) is kept up to date with any changes or new information as it becomes available. Please do get in touch with the [YHCR team](#) should you have any other queries.

## Access overview and recommendation

We currently have a broad range of staff roles that benefit from using the Portal:

GP, Practice Manager, Assistant Practice Manager, Social Prescriber, Receptionist, Medical Secretary, Data Quality Manager, Data Administrator, Clinical Coder, Pharmacist, Mental Health Social Worker, Social Care Advisor, Nurse Manager, Healthcare Assistant, Care Coordinator



Times when the Portal has proved beneficial for those staff roles to undertake their roles:

Look for clinic letter, Discharge Process, History to hospital admission, Checking for results, Obtaining GP details and NHS number, Searching patient history, Obtain correspondence, Checking to see if patient had an appointment elsewhere

You can request access for any staff member who would benefit from access to the Portal in order to undertake their roles. The Interweave Portal isn't just a clinical user tool but more widely a tool to support workflow around the practice for patient and Practice benefit.

## '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.

## User feedback: 'How has access to GP Connect made a difference?'

*"Just thought it was worth mentioning how helpful GP Connect was over the Bank Holiday weekend. In the patients that had it available we were quickly able to access medications without a smart card and in more detail than SCR would provide. For instance, a patient on ward 11 was using an inhaler that wasn't prescribed leading to a query from nursing staff, GP connect allowed us to see stopped medicines and found out it was stopped in 2019!*

*Was also useful to read GP recent contacts enabling us to see why some acute medications were issued"*

**Pharmacist, York and Scarborough Teaching Hospitals NHS Foundation Trust**

*"I want to congratulate you and your team on the GP connect functionality. I think it is really indispensable now. There have been so many times where I ask a patient what drugs they are on and they pull out an old prescription from their purse or wallet which is months out of date and say 'yep, there you go' and I take that and I transcribe it into the notes and then a week later I get an advice and guidance saying, 'did you mean this, this is all out of date'. Just getting contemporary drug information is worth its weight in gold on its own. I think it is brilliant"*

**Consultant Cardiologist, York and Scarborough Teaching Hospitals NHS Foundation Trust**

## Further information can be obtained from:



<https://yhcr.org/>



<https://www.interweavedigital.com/>



<https://yhcr.n3i.co.uk/>