



LEEDS CARE RECORD

Shared information. Better care for you.



The Leeds Care Record

APRIL 2020

BENEFITS REVIEW
& EVALUATION

(SUMMARY FROM FULL REPORT)

Stakeholders

General practice

LTHT

LYPFT

Leeds City Council

Leeds Community Healthcare

Leeds CCG

Hospices

Spire

Patients

120 participants were selected from partner organisations across numerous roles:

- GPs
- Practice manager and secretary
- Hospital, Mental Health & Hospice Consultants
- Nurses leads/ Ward Managers
- Pharmacists
- Physiotherapists
- Hospital Social Workers
- Neighbourhood Teams
- Safeguarding Teams
- Mental Health Teams
- Hospice Community & Ward Nurses

Interviews or workshops were set up with selected stakeholders, including patients, to identify the current benefits associated with the rollout of the Leeds Care Record

Benefits

Primary Care

- 1,148 active users
- 12 practices not using
- Use hospital tab mainly
- Require more mental health data
- 7 Quotes available

Improved patient consultation: Better consultation due to rich patient record from other care settings.

Reassure the patient: GP can provide test results If a patient is anxious.

Improved Patient education: GP can show and explain their x-rays or scans.

Safer patient journey: Higher quality diagnosis and treatment plan. Quicker medicines reconciliations.

Provides information on care home Patients: LCR can provide useful patient history.

Potential for reduced referrals: GP may wait for the hospital outcome before undertaking a referral

Outpatient appointment saved: Patients not aware of a hospital appointment until informed by the practice.

Supports GP Continued Professional Development: GPs are able to track a patient journey through other setting.

Improved practice reporting: Identify items that can be recorded against QUOF targets

Effective multi-disciplinary meetings: GPs to be more informed and prepared for multi-disciplinary meetings.

More accurate decisions, in less time: Allows GP to make more accurate decisions in less time.

More effective working: Able to plan workload due to the virtual ward facility and viewing treatment plans on LCR

Benefit stories

Primary Care

As a GP it is helpful to see up to date and complete health records from all organisations that are dealing with patients in our care. The **flow of information** has allowed GPs to **work in a different way** – we have a **more integrated view** of the patient. For example, I was able to see that one of my patients was in hospital with a fractured hip – this information allowed me to **ensure appropriate care** was put in place for their partner, for whom they were an unofficial carer.

Dr Jason Broch, GP
Oakwood Lane Medical Practice

Using Leeds Care Record to view hospital information has provided **significant time savings**. In particular, the ability to view hospital consultants' letters during a patient consultation, has meant we can timely inform the patient of the outcome and treatment plan. This **prevents us needing to contact the hospital** and **avoids the patient needing to return** for a further GP appointment. It also allows us to **better prepare** for consultations.

Dr Rebecca Skipp, GP
Gibson Lane Practice



Benefits

Community Healthcare

- 1,032 active users
- Use hospital tab mainly
- Upload to PPM+
- 3 Quotes available

Cardiac Team

Better quality assessment for patients: Staff can make quick decisions during home visits and assessments.

Improved Patient Safety: Check current medication against hospital eDAN and changes the GP has made which are recorded in the encounter/ observations on the GP tab.

MSK Team

Improved MSK staff knowledge: Discuss patient results, pictures and reports with dept staff.

Improved patient education: Sharing images can help patients to better understand their diagnosis and treatment.

Saves hospital appointment: Enables staff to make a quicker decision regarding the referral from a GP or AHP.

A&E visit saved – Primary Care Access Line decision can be viewed in LCR

Speech and Swallow Team

Reduced calls to the department – Department's latest recommendation is uploaded to LCR - reduces incoming calls.

Integrated Children's with Additional Needs (ICAN)

Improved safeguarding of child - The team can monitor the hospital records to see when a baby at potential risk is born.

0-19 Team

Time Saving and Quality Benefit – Hospital referral is received electronically via 0-19 SPA. Allocated worker can access detailed information to properly assess the child's situation and need without contacting the hospital.

Safeguarding team

Time saving – Significant time saved during investigatory process by having access to the detailed information in LCR.

Benefit stories

Community Services

While working from patient homes, we now also have access to the Leeds Care Record. This is a **huge advantage to patient care** in terms of **efficiency**, **safety of decisions** and **avoiding duplication**.

There are several significant advantages of being able to make decisions based on up-to-date information. We can make **immediate decisions** about prescriptions and then **communicate them to the hospital or GP**. This means that we can **"complete" the care episode in the patient's house**, whereas before we may have had to go back to the office, review the notes, check the blood results, ring the surgery etc. This **saves considerable amounts of time** - previously it would often take up to a week to arrange any changes to care.

Quite a few of my **patients have been impressed and amazed** that I have been able to send requests or letters to GP's or to the hospital from their house. They have also been surprised that we are able to access letters/information so quickly. We can then **quickly carry out any requests** from the consultant letter **rather than waiting weeks** for the GP to action them.

Evidence-based gold standards of treatment can be **achieved more quickly** and **overseen** by staff with the appropriate expertise and training.

Caroline Grice-Ellis
Leeds Cardiac Service
Leeds Community Healthcare NHS Trust



Benefits

Mental Health

- 460 active users
- Use hospital/ GP tabs mainly
- Require more social care data
- 3 Quotes available

Informed evidenced based decisions: Clinicians make more informed evidence decisions on treatment in timely way.

Improved way of working: Staff work more independently and flexibly.

More accurate reconciliations and assessments: View of a complete patient record enables team to gain accurate picture of the patient's past and current conditions and needs.

Better patient care: Consultant will contact the hospital to share their knowledge of the patient concerned. Can monitor when the patient has been discharged and will need further support from the LYPFT.

Better decision on referral into community: Decisions are made on more accurate joined up information.

Safer care: Information via safeguarding alerts assist staff in assessing the safety of patients and staff

Improved staff morale: All team members now have access to LCR which has improved staff morale.

Benefit stories

Pharmacy

Having access to Leeds Care Record means we are able to review current and previous medicines which have been prescribed. Pulling all of this information together enables us to gain an **accurate picture** of the **patient's history and needs**. As well as this, we can gather information on physical conditions to **better manage the overall patient care**.

For example, a new admission showed an abnormal ECG result. We reviewed information on Leeds Care Record and were able to **compare our result** with one done at the Teaching Hospital earlier in the year. This enabled us to **diagnose quickly** that during that period the patient had suffered a heart attack.

This is a real example of **joined-up care** and the ability to treat a patient, **regardless of the discipline**, through having **good consolidated information**.

Rakesh Mistry, Pharmacy Assistant
Adult Mental Health
Leeds & York NHS PFT



Benefits

Social Care

- 310 active users
- Use hospital/ GP tabs mainly
- Require more mental health and community data
- 6 Quotes available

Time saving and better assessments: Multiple examples of this across all teams.

Providing the correct package of care to the patient: If the hospital OT is still involved patient, case worker will wait until it is clear that no further improvement can be made in the patient's capability prior to doing the assessment.

Patient Safety Benefit: Hospital case worker is able to confirm the patient's diagnosis from their history and sometimes can highlight a diagnosis that is not contained within the current notes.

Saves time/ not calling police: Can check to see if the person is in hospital.

Improved citizen trust: Due to social worker being more informed about a person's situation.

Less duplication of effort: If the Neighbourhood team can see that the hospital team has actioned as assessment then this will reduce any duplication of effort.

Benefit stories

Social Services

The Leeds Care Record enables me to **do my job more effectively**. I can **quickly check information** that an individual provides during an assessment or review. Sometimes it can be difficult for people to remember their medical conditions and Leeds Care Record provides information to **confirm or clarify what we are told**.

When customers explain what they struggle with, usually having a list of their medical problems helps to **explain why they need help**. This also makes it **easier to plan the care** that they need. Sometimes people with dementia are unable to recall their medical background or details of recent visits to the GP but this **valuable information** is on Leeds Care Record along with the date of their diagnosis.

Leeds Care Record has become a useful tool in identifying which GP practice our customers are registered with. It is really valuable to be able to **determine which team should be looking after them more quickly**. If we can't get hold of an individual, the system also allows us to **see if a patient has been admitted to hospital**. There is **less panic** and **no need to involve other services** such as the police if vulnerable adults cannot be reached. Usually, Leeds Care Record would be used to try and find them as well as find out when they have been discharged from hospital.

Tahier Nanyunja, Social Worker
Neighbourhood Team,
Leeds County Council



Benefits

Hospice Care

- 88 active users
- Use hospital/ GP tabs mainly
- Require more mental health and social care data
- Want to provide more hospice data to LCR
- 3 Quotes available

Reduced time on assessment: Improvements in efficiency; time, effort and resources to obtain information regarding patient care.

Paper reduction: Eliminated the need for other organisations to send and fax paperwork. Accuracy has improved too, as the information is taken from one source.

Safer clinical decisions: Outcome of assessments is of higher quality

Better team working across discipline: Staff will view LCR palliative care information as generally this is more concise and accurate than information given in referral notes.

Assess patient quickly: Community Nurse specialists can triage referrals, review future appointment and ascertain if the patient is appropriate for their service.

Prepare the patients treatment journey: Physiotherapist review PAC results, using information to better understand and prepare patient treatment journey.

Benefit stories

Hospices

I use the Leeds Care Record on a daily basis. We use the Leeds Care Record to triage all referrals. We can **gather information easily** on the patient's future hospital appointments, treatments and medical history. Decision making for patients that may be using our service is complex and we need all the relevant information to **assist with that decision making**.

Valerie Shaw, Head of Community Services
St Gemma's Hospice

As a consultant it is **highly informative and useful** to see what medication has already been tried by the hospital and what the current treatment plan is. This helps me to make an **informed decision** on how **best to support a patient**.

Dr Tinker, Consultant
Wheatfield Hospice

Working together to improve your care



Benefits

Hospital Care

- 4,209 active users
- Use GP, community and adult social care tabs mainly
- Require more mental health data
- 10 Quotes available

Reduced time on assessment: All teams validated this and stated capacity was released

Paper reduction: There was a 50% reduction in paper in most depts

Safer clinical decisions: Information available 24/7 previously out of hours would not have access to data

Meet and Greet on Admission: GP connect and the GP tab has been transformational

Reduced duplicate ordering of investigations: Not measured, but staff do check records to identify previous orders

Speedier medicine reconciliation: Information is in one place, large reduction in time in not having to gather this information

Reduced length of stay: Can assess, refer and discharge a patient more quickly, can understand what care is available in the community

Less Duplication: For staff and the patient. Staff don't have to keep asking the same questions

Improved staff morale: LCR facilitates flexible working and improves morale as less admin

Benefit stories

Nursing

As a nurse, I **save a lot of time** by using Leeds Care Record as the **patient history is available**. Previously I would need to go to multiple sources, print and fax information to get a **rounded view of the patient**. This also **reduces patient frustration** at being asked the same question multiple times.

Leeds Care Record gives us **additional information** we might not previously have been able to obtain, for example from **community, GP** and **social services**.

Overall, we can **discharge and refer more quickly** as information is more readily available and we are aware what community care is in place. It's very useful to receive alerts, for example, on mental health, as we can **adapt our approach** based on what the patient needs.

I really like the fact that the Leeds Care Record facilitates **flexible working** and **improves morale** in general as **more time is available to focus on care**.

Emily Slavin, Nurse
St James Hospital



Benefits

Safeguarding Teams

- Use all tabs
- Require more adult and child mental health data
- 1 Quote available

Time saving: Using LCR as part of the investigatory process – use for MARAC meeting

Patient Safety:

- Hospital team can see what community are doing with a patient which means that the safeguarding team can ensure a patient is safe to go home on discharge.
- Hospital team can now see Bradford and Pinderfields hospital information. Previously the team would just not have known about this information. Information helps with the continuity of safeguarding when a patient is transferred to another hospital to LTHT.
- Having access to all information; GP information and hospital information especially around pregnancy and A&E attendance for any injuries.

Patient Safeguarding: Can prepare health information for front door safeguarding strategy meetings which deal with issues such as FGM. CCG role will pull this information off Leeds Care Record and then the GP will then flag in their system FGM risk to child.

Reduced Delay in Discharge: Contact information available - allows a professional to professional call – speeds up discharge .

Reduce referrals to social care: Look on social care tab to see if already have a referral.

Benefits

Patients

- Saves time for both staff and patients
- Reduces the need for the patient to repeat their medical history to staff
- Gives patients faster access to test results from their GP
- Reduces the need for paper records
- Essential in emergency situations

Key Themes

Happy to share their data although patients should be able to find out who has access to their health records

Need to be clear on the data shared - not sharing everything

More communication about how to opt out

Access:

- GP / Hospital / Social Services / Paramedics / Emergency Services / Mental Health / Care Delivery Services all need access
- Dentists / local pharmacists/ Care Homes / Private Healthcare / Hospices / Charities / MacMillan -on a need to know basis
- The people in your care and the people who are involved with you

Conclusions

Leeds Care Record is one of a few exemplar records

There is extensive usage of the record

Reliance on the record by all partner organisations

Clear areas where LCR could be improved

Expected benefits in the main have been validated

Larger number of other benefits identified for further investigation

Strategic transformation is the next stage looking at how the record supports efficient workflow