



**Bath and North East Somerset,
Swindon and Wiltshire**
Clinical Commissioning Group

Integrated Care Record in Primary Care User Guide

September 2021



ICR – what is it?

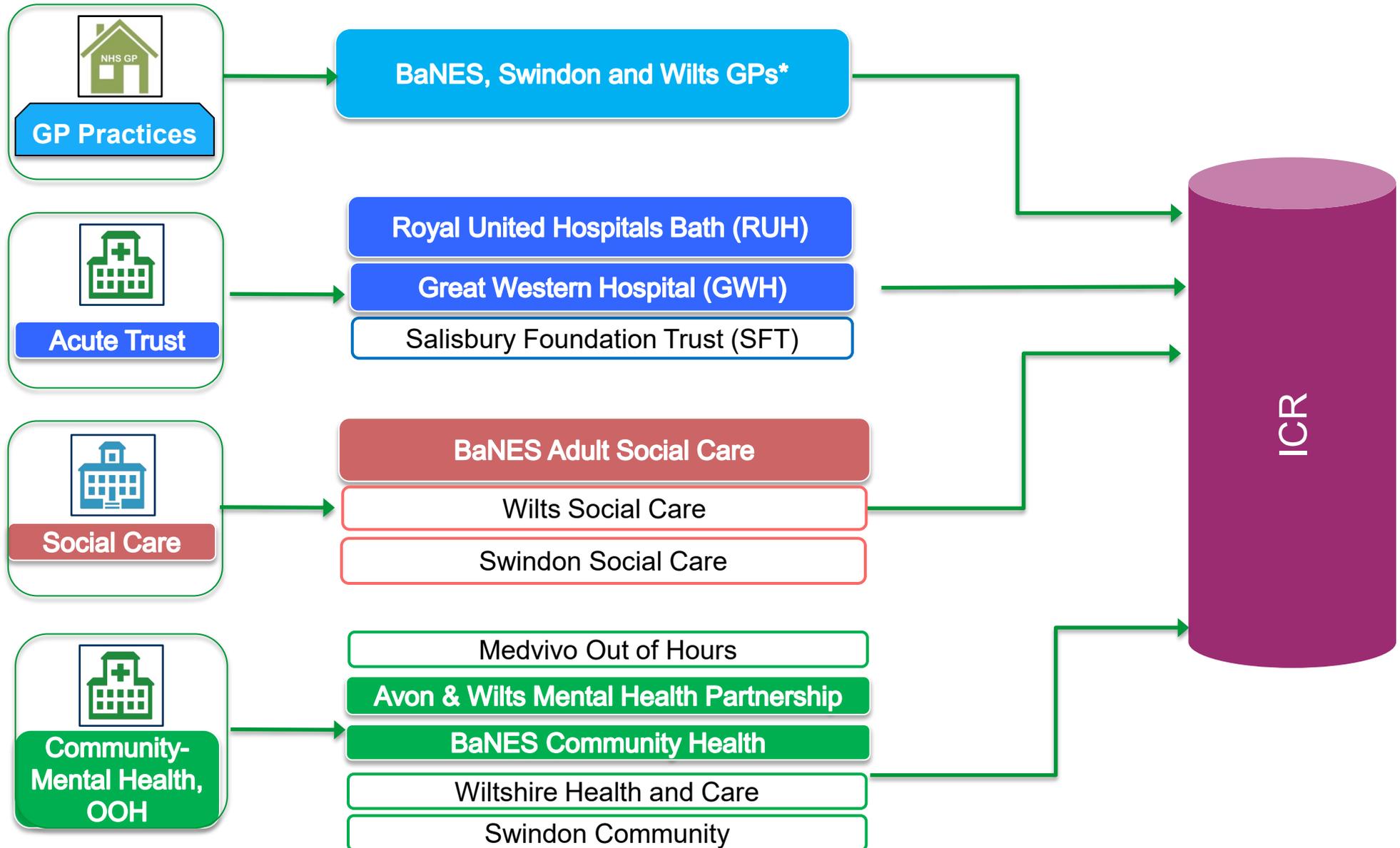


- Electronic shared health and social care record
- Data from a range of health and social care systems accessible in one place
- Access embedded within TPP

Live

Underway

BSW Data Feeds



* 6 GPs outstanding & 3 out of scope

Practices now Live:

- ✓ 81 out of 90 BSW practices are now Live
- ✓ 3 EMIS practices out of scope
- ✓ 6 practices outstanding awaiting IG process to be finalised:
 - Downtown Surgery
 - Kennet and Avon Medical Partnership
 - Patford House Partnership
 - Salisbury Medical Practice
 - Silton Surgery
 - St Melor House Surgery

What information will I share?

Coded information entered into the GP record will be available to be viewed by health and social care professionals across BSW, provided there is a direct care relationship with that individual.

GP Data

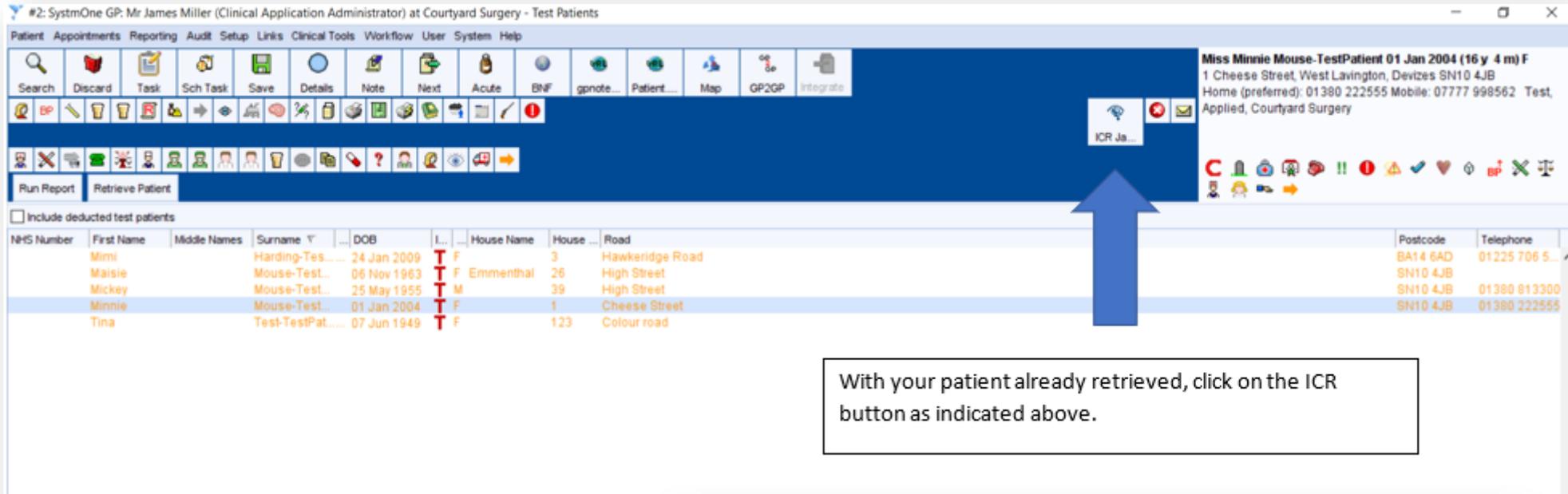
- ✓ Demographics
- ✓ Immunisations
- ✓ Medications
- ✓ Referrals
- ✓ Active & Past Problems
- ✓ Allergies
- ✓ GP results
- ✓ GP Encounters
- ✓ Contraindications
- ✓ Operations
- ✓ Radiology
- ✓ Investigations
- ✓ Lifestyle Information
- ✓ Family History
- ✓ Pregnancy, Birth & Post Natal
- ✓ Contraception & HRT

GP Medications		
Repeat Medications		
Showing 1 - 3 of 14		
12-Apr-2018	E45 emollient wash cream (Forum Health Products Ltd) Dosage To Be Used When Required	Quantity 250 ML
02-Jun-2017	Nystatin 100,000units/ml oral suspension Dosage ONE ML FOUR TIMES A DAY	Quantity 400 ML
14-Mar-2012	Aspirin 75mg dispersible tablets Dosage Take ONE tablet every MORNING	Quantity 56 tablet

GP Problems		
Active Problems		
Showing 1 - 3 of 8		
14-Feb-2013	Third party encounter	Notes
20-Dec-2012	Medication requested	Notes
17-Apr-2012	Chest infection	Notes

GP Results			
Showing 1 - 4 of 125			
11-Jun-2018	Full blood count	0	
11-Jun-2018	Red blood cell count	5.69	10 ¹² /L
11-Jun-2018	Mean cell haemoglobin concentration	32.1	g/dL
11-Jun-2018	International normalised ratio	1.9	

How do I access ICR from SystemOne?

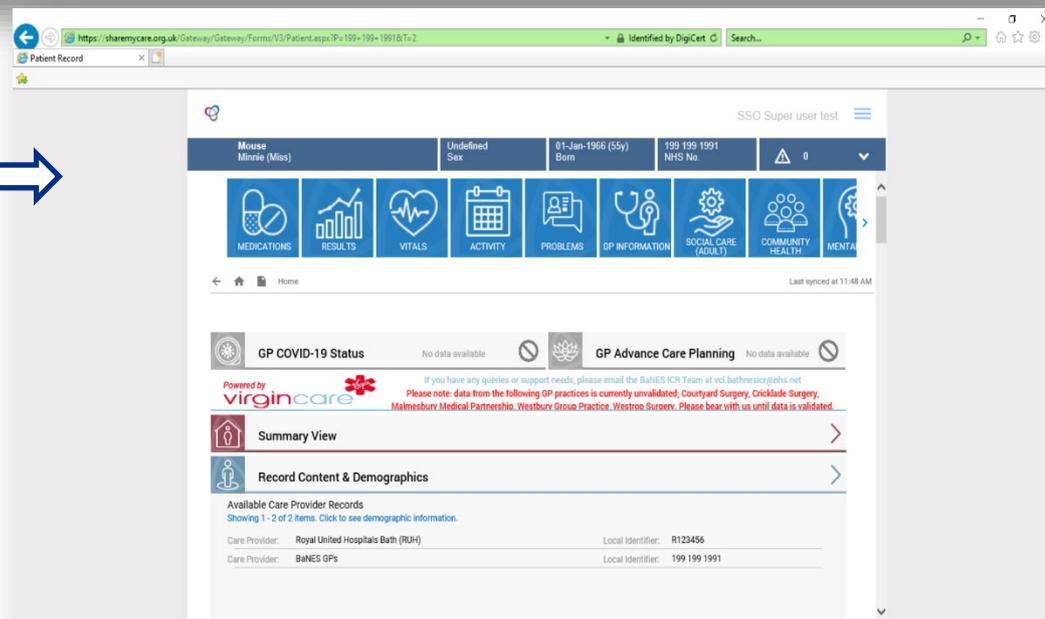


The screenshot shows the SystemOne interface. At the top, there is a menu bar with options like Patient, Appointments, Reporting, Audit, Setup, Links, Clinical Tools, Workflow, User, System, and Help. Below the menu is a toolbar with various icons. A patient record for Miss Minnie Mouse is displayed on the right. In the center, a table lists test patients. A blue arrow points to the 'ICR Ja...' button in the toolbar.

NHS Number	First Name	Middle Names	Surname	DOB	I...	House Name	House ...	Road	Postcode	Telephone
	Mimi		Harding-Tes...	24 Jan 2009	T	F	3	Hawkeridge Road	BA14 6AD	01225 706 5...
	Maisie		Mouse-Test...	06 Nov 1963	T	F	26	Emmenthal	SN10 4JB	
	Mickey		Mouse-Test...	25 May 1955	T	M	39	High Street	SN10 4JB	01380 813300
	Minnie		Mouse-Test...	01 Jan 2004	T	F	1	Cheese Street	SN10 4JB	01380 222555
	Tina		Test-TestPat...	07 Jun 1949	T	F	123	Colour road		

With your patient already retrieved, click on the ICR button as indicated above.

An Internet Explorer page will open (possibly behind SystemOne) and launch directly into the shared record for the patient you had retrieved.



The screenshot shows a web browser displaying the shared record for Miss Minnie Mouse. The page includes a navigation bar with icons for Medications, Results, Vitals, Activity, Problems, GP Information, Social Care (Adult), and Community Health. Below the navigation bar, there are sections for GP COVID-19 Status, GP Advance Care Planning, and a Summary View section. The Summary View section shows available care provider records, including Royal United Hospitals Bath (RUH) and BA NES GPs.

NB If you can't see the ICR button in TPP it may be that it has not been set up yet. The steps on how to do this are included at the end of this guide. Please email bswccg.icrsupport@nhs.net if you require any support with this

What will I be able to See?

Has my patient had an outpatient appointment?

Has My Patient been admitted to hospital?

Which Community Services is my patient with?



 **Hospital Activity**

Outpatient Activity
0 items

Emergency Activity
0 items

Inpatient Activity
0 items

 **Community Care**

[Click to see Referrals \(from Community Care to other providers\)](#)

[Click to see Personal Contacts](#)
[Click to see Diagnoses](#)
[Click to see Immunisations](#)
[Click to see Community Medications](#)

Community Care Plans
0 items

What will I be able to See?

Data Currently Being Shared to the ICR

RUH

Real Time Feed:

- ✓ Inpatient Activity (wait list, admissions, transfers)
- ✓ Outpatient Activity (referral, appointments, attendance)
- ✓ Clinic Letters and Correspondence
- ✓ Pathology results,
- ✓ Radiology reports
 - ✓ Emergency Attendance
- ✓ Discharge summaries
 - ✓ Flexi cystoscopy & Sigmoidoscopy results
- ✓ Colonoscopy Results
- ✓ Gastroscopy result

GWH

Real Time Feed

- ✓ Inpatient Activity (wait list, admissions, transfers)
- ✓ Outpatient Activity (referral, appointments, attendance)
- ✓ Emergency Attendance

Community (BaNES)

Nightly Feed:

- ✓ Demographics
- ✓ Immunisations
 - ✓ Diagnosis
 - ✓ Medications
 - ✓ Referrals
- ✓ MIU Data (Paulton)

BaNES LA

Nightly feed:

- ✓ Demographics
 - ✓ Referral
- ✓ Event data including: Assessments, Safeguarding, DOLS
 - ✓ Care Plans
- ✓ Service Provisions including non-plan service provisions
 - ✓ Alerts
 - ✓ Disabilities
 - ✓ Practitioner
- ✓ Classifications i.e. support reason

AWP:

Real Time Feed:

- ✓ Demographic information
- ✓ Allergies
- ✓ Inpatient stays – Admission, Transfer, Discharge and Leave events
- ✓ Referrals to community teams
- ✓ Appointments – Planned and past
- ✓ Care Coordinator name and contact details
- ✓ Crisis, Relapse and Contingency Plans

Overnight Transfer:

- ✓ Perinatal Care plans
- ✓ Inpatient Discharge Summaries

What will I be able to See? (video)

Watch the short video below (**NB this video has no sound**) for a brief overview of how the ICR is set out and where you can find relevant information. Please note due to IG considerations this video was made on a test patient therefore the record contains no information.

[Patient Record Work - YouTube](#)

ICR Overview

The following slides show the information contained within ICR

1. Landing Page
2. Hospital Activity
3. Community
4. Mental Health
5. Social Care
6. Set up ICR access in TPP

1. Landing Page

When you access to ICR from TPP you will be directed to the Summary Page for that patient's record

The screenshot shows the patient summary page with three key areas highlighted:

- 1. Patient Banner:** A yellow box highlights the top header containing patient details: TEST MR, Male Sex, 01-May-1965 (55y) Born, Not recorded NHS No., and a notification icon.
- 2. Navigation Tiles:** A purple box highlights a row of ten blue navigation tiles: MEDICATIONS, RESULTS, VITALS, ACTIVITY, PROBLEMS, GP INFORMATION, SOCIAL CARE (ADULTS), COMMUNITY HEALTH, and MENTAL.
- 3. Hub Tiles:** A green box highlights the bottom section containing status tiles for GP COVID-19 Status and GP Advance Care Planning (both showing 'No data available'), a 'Summary View' tile, and a 'Record Content & Demographics' tile. Below these, it lists 'Available Care Provider Records' for Royal United Hospitals Bath (RUH) with Local Identifier 2031170.

- The summary page shows the patient's record by using Navigation and Hub Tiles to display the data for different sections of information such as Medications, Results and Activity data.
- This is the default page after accessing a patient record.

2. Hospital Activity Summary View



Hospital Activity			
Outpatient Activity Showing 1 - 2 of 4 items			
Outpatient Referral	Specialty: COCOC Outpatients		Florence Nightingale NHS FT
25-Nov-2015 14:45	Clinician: Dr R Whitehall	Referrer: Dr M Clarke	
Outpatient Discharge	Specialty:		Florence Nightingale NHS FT
15-Oct-2015 15:00	Clinician: Dr R Whitehall	Referrer: Dr C Hughes	
Inpatient Activity Showing 1 - 3 of 5 items			
IP Admission	Specialty: Upper GI Oncology Surgery		Florence Nightingale NHS FT
26-Oct-2015 07:00	Clinician: Dr P Giles	Location: Spencer Ward	
IP Admission	Specialty: HCOOP		Florence Nightingale NHS FT
22-Dec-2015 13:00	Clinician: Dr P Dawes	Location: Spencer Ward	
IP Discharge	Specialty:		Florence Nightingale NHS FT
22-Dec-2015 14:15	Clinician: Dr S Wright	Location:	
Emergency Activity Showing 1 - 2 of 2 items			
AE Attendance			Florence Nightingale NHS FT
23-Jul-2018 06:41	Clinician: Dr FG Odding	Location: Minors string	
Emergency Attendance			Florence Nightingale NHS FT
02-Sep-2018 11:41	Clinician: Ms KY Fisher	Location: Resus 4G	

Separated into Outpatient, Inpatient and Emergency Activity

Click the arrow to go to the relevant detail view

2. Hospital Activity Detail view



Sorted by **descending Attendance DateTime Sort**
No filters applied

- Outpatient Referral COCOC Outpatients 25-Nov-2015 >
- Outpatient Discharge 15-Oct-2015 >
- Outpatient Attendance Oncology 15-Oct-2015 >
- Outpatient Referral Oncology Outpatients 13-Oct-2015 >

Showing 1 - 4 of 4

Outpatient Referral		Orglinks
Received:	25-Nov-2015 00:00	Priority: Urgent
Specialty:	COCOC Outpatients	
Reason:	Advice and Consultation	
Type:	Booked	
Category:	Routine	
Outcome:	Accepted	
Consultant:	Dr R Whitehall	
Referred By:	Dr M Clarke	

Outpatient activity will be displayed in a split view. Select an activity in the left hand pane to view the details

Sorted by **descending Date Sort**
No filters applied

- Inpatient Discharge General Surgery 11-Jun-2018 >
- Inpatient Admission General Surgery 11-Jun-2018 >**
- Inpatient Discharge General Surgery 04-Jun-2018 >
- Inpatient Admission Geriatric Medicine 03-Jun-2018 >
- Inpatient Admission Geriatric Medicine 03-Jun-2018 >

Inpatient Admission		Clatterbridge Cancer Centre
Admitted:	11-Jun-2018 13:23	Estimated Discharge: 11-Jun-2018 13:23
Location:	C9 Ward	
Specialty:	General Surgery	
Additional Information:	Elective - Planned, NHS Patient Usual place of Residence	
Consultant:	DR Mike DOCTOR	
Admitting Clinician:	DR Mike DOCTOR	
Responsible Clinician:	Not Provided	

Inpatient/waiting list activity will be displayed in a split view. Select an activity in the left hand pane to view the details

2. Hospital Activity – Test Results



RUH is now sending reports to ICR for:

- ✓ Flexible cystoscopies
- ✓ Colonoscopies
- ✓ Gastroscopies, and
- ✓ Flexible Sigmoidoscopies

Reports are completed on the day of the test and sent into the ICR in real time into the Clinical Documents tile.

Doctors will be able to see:
 - Appointment for tests
 - Results

Patient was admitted for Gastroscopy and the report is in the Clinical Letters view.

Hospital Activity			
Outpatient Activity Showing 1 - 2 of 28 items			
Outpatient Referral	Specialty: GASTROENTEROLOGY		Royal United Hospitals Bath (RUH)
02-Feb-2021 00:00	Clinician: Unknown Clinician	Referrer: Christopher Bevan	
Outpatient Discharge	Specialty: Clinical Haematology		Royal United Hospitals Bath (RUH)
04-Mar-2020 09:13	Clinician: Sarah Wexler	Referrer:	
Inpatient Activity Showing 1 - 3 of 4 items			
IP Discharge	Specialty: Gastroenterology		Royal United Hospitals Bath (RUH)
22-Feb-2021 10:20	Clinician: Peter Marden	Location: Royal United Hospital Bath - Diag Centre	
IP Admission	Specialty: Gastroenterology		Royal United Hospitals Bath (RUH)
22-Feb-2021 09:00	Clinician: Peter Marden	Location: Royal United Hospital Bath - Diag Centre	

Comorbidity/ past medical History:
 Glaucoma.
 ASA Status 2 (mild systemic disease, compensated).

Medication:
 Xylocaine - Throat spray.

Indication:
 Heartburn / Reflux.

Report:
 The extent of examination was reached by the independent endoscopist. The endoscope was introduced to: the 2nd part of duodenum. The procedure was not limited and the intended extent of examination was reached. The oesophagus appeared normal. The stomach appeared normal. The duodenal cap and second part appeared normal. No therapeutic procedures performed. No biopsies taken. There were no complications during the procedure.

Follow Up:
 Return to GP (Definitive diagnostic examination done RTT code 34 1b STOP).

Conclusion:
 No additional comments.

Electronically signed by :

 Nurse Endoscopist

*** report images also available***

Future Developments: Integrating Cardiology reports

3. Community Summary View



**Community Care** 24 Updates nightly

Click to see Referrals (from Community Care to other providers) >

Click to see Personal Contacts >

Click to see Diagnoses >

Click to see Immunisations >

Click to see Community Medications >

Community Care Plans 0 items 

Separated into sections. Click the arrow to go to the relevant detail view

3. Community Detail View - Referrals



 **Community Care**

 **Open Referrals** 

 **Closed Referrals** 

Separated into sections for open and closed referrals

 **Open Referrals** 6 items 

Showing 1 - 3 of 6 items

Date:	29-Mar-2018	Care Setting:	Community and Clinic	Tenancy:	Berkshire Health Care
Urgency:	Emergency	Reason:	Treatment		
Referred To:	CN Slough New Refs - Clare Woodward	Specialty:	NURSING EPISODE		
Referred By:	Acute Hospital Inpatient/Outpatient Department - Julian Watkins (0772 987654)				
Received:	29-Mar-2018	Accepted:	30-Mar-2018		
Date:	09-Feb-2018	Care Setting:	Community and Clinic	Tenancy:	Berkshire Health Care
Urgency:	Routine	Reason:	Consultation		
Referred To:	CN Slough New Refs	Specialty:	Nutrition and Dietetics		
Referred By:	Community health service				
Received:	07-Feb-2018	Accepted:			
Date:	11-Jan-2018	Care Setting:	Community and Clinic	Tenancy:	Berkshire Health Care
Urgency:	Urgent	Reason:	Treatment		
Referred To:	Community Medicine Team - Brook J	Specialty:	COMMUNITY MEDICINE		
Referred By:	Acute Hospital Inpatient/Outpatient Department				
Received:	11-Jan-2018	Accepted:			

Click the arrow to expand a section and view the referral details

3. Community Detail View



 **Community Care**

 **Personal Contacts** 

 **Confirmed Diagnoses** 

 **Immunisations** 0 items 

 **Community Medications** 0 items 

Separated into sections with item count to indicate if data is available to view

Click the arrow to expand a section and view the details

4. Mental Health Summary View





Mental Health

Please note that the Discharge Summaries and Perinatal Care Plans can be accessed via the Clinical Letters navigation tile

[Click to see Referrals & Encounters](#) >

[Click to see the Care Co-ordinator](#) >

Mental Health Care Plans >

1 active care plans available to view

0 historic care plans (closed in last 6 months) available to view

Last Update: 15-Mar-2021

4. Mental Health Detail View



 **Mental Health**

Please note that the Discharge Summaries and Perinatal Care Plans can be accessed via the Clinical Letters navigation tile

	Open Referrals	1 items	
	Closed Referrals	1 items	
	Future Activity (Encounters and Appointments)	1 items	
	Past Activity (Encounters and Appointments)	1 items	
	Inpatient Activity	1 items	

Click to expand each section

4. Mental Health Detail View



 **Mental Health** Please note that the Discharge Summaries and Perinatal Care Plans can be accessed via the Clinical Letters navigation tile

 **Open Referrals** 1 items 

Showing 1 - 1 of 1 items. [Click to see more items.](#)

Date:	01-Jan-2020	Care Setting:	Avon & Wilts Mental Health Partnership (AWP)
Urgency:		Reason:	
Referred To:	S.Glos Recovery North	Specialty:	GENERAL SURGERY
Referred By:	Accident and Emergency Department		
Received:	01-Jan-2020	Accepted:	

Click the drop down arrow to expand the information you want to view

Showing 1 - 1 of 1 items. [Click to see more items.](#)

Date:	07-May-2019	Care Setting:	Avon & Wilts Mental Health Partnership (AWP)
Urgency:	Routine	Reason:	
Referred To:	BANES PC Liaison	Specialty:	GENERAL SURGERY
Referred By:	General Medical Practitioner Practice		
Received:	17-May-2019	Accepted:	
Discharged:	01-Jan-2019	Discharge Reason:	
Discharged By:			

5. Adult Social Care Summary View



 **Social Care** most recent: 03-Jan-2038 >

Case Details
Case No: 900 883 2621 Team: TeamDescriptiontop

Case Workers/Professional Involvement
Showing 1 - 1 of 3 items

GivenName FamilyName	Tel: TelephoneNumber Mob: MobileTelephoneNumber	EmailAddress
RoleDescription		Tenancy Description

Family and Other Relationships
Showing 1 - 1 of 2 items

GivenName FamilyName	Tel: TelephoneNumber Mob: MobileNumber	RelationshipDesc
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Disability present: Yes Interpreter required: Yes Risks present: Yes

Click the arrow to go to the adult social care detail view

5. Adult Social Care Detail View



Social Care	
Case Details	
Case Details	2 items
Completed Case Details	2 items
Events	
Assessments	4 items
Safeguarding	4 items
Deprivation of Liberty Safeguards (DOLS)	4 items
Risks and Hazards	
Risks	4 items
Hazards / Special Factors	4 items
Conditions / Impairments / Disabilities	
Conditions / Impairments / Disabilities	5 items
Family and other relationships	
Related Persons and Carers (active)	2 items

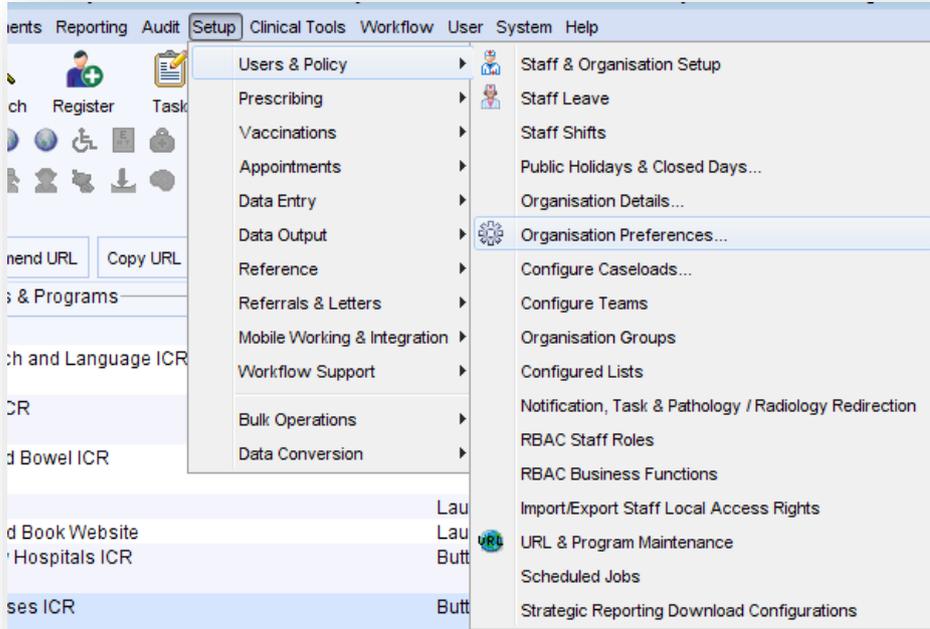
Separated into sections with item count to indicate if data is available to view

Assessments			
Showing 1 - 2 of 4 items			
Status:	Planned	Tenancy:	Adult Services (Whittington) / Liquid Logic
Date:	04-Jan-2019	Referral ID:	20 lastest1
Event Description:	TypeDescription	Event Code:	ASS-test
Reason:	ReasonDescription	Reason Code:	ReasonCode
		End Date:	01-Jan-2018
Status:	Planned	Tenancy:	Adult Services (Whittington) / Liquid Logic
Date:	01-Jan-2019	Referral ID:	20 lastest1
Event Description:	TypeDescription	Event Code:	ASS-test
Reason:	ReasonDescription	Reason Code:	ReasonCode
		End Date:	01-Jan-2018

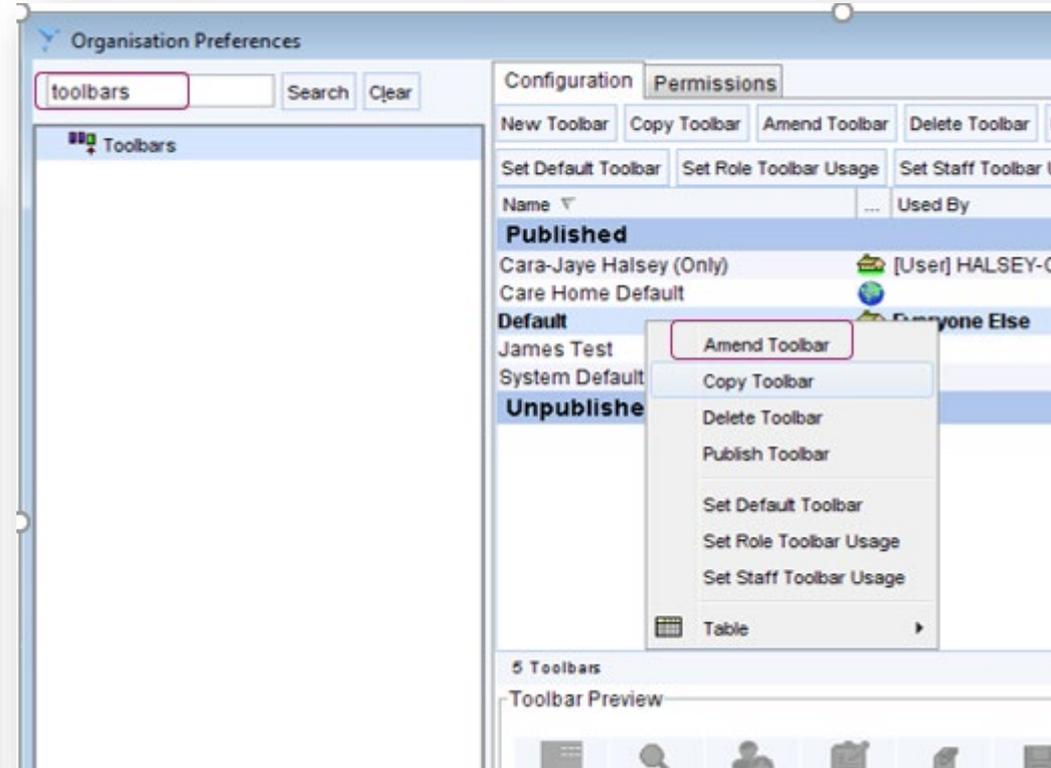
7. Set Up ICR Button in S1

This process will add a new Button to the tool bar for all users and grant access to the ICR while a patient record is retrieved. You do not require any log in details or patient information as it pulls it through automatically.

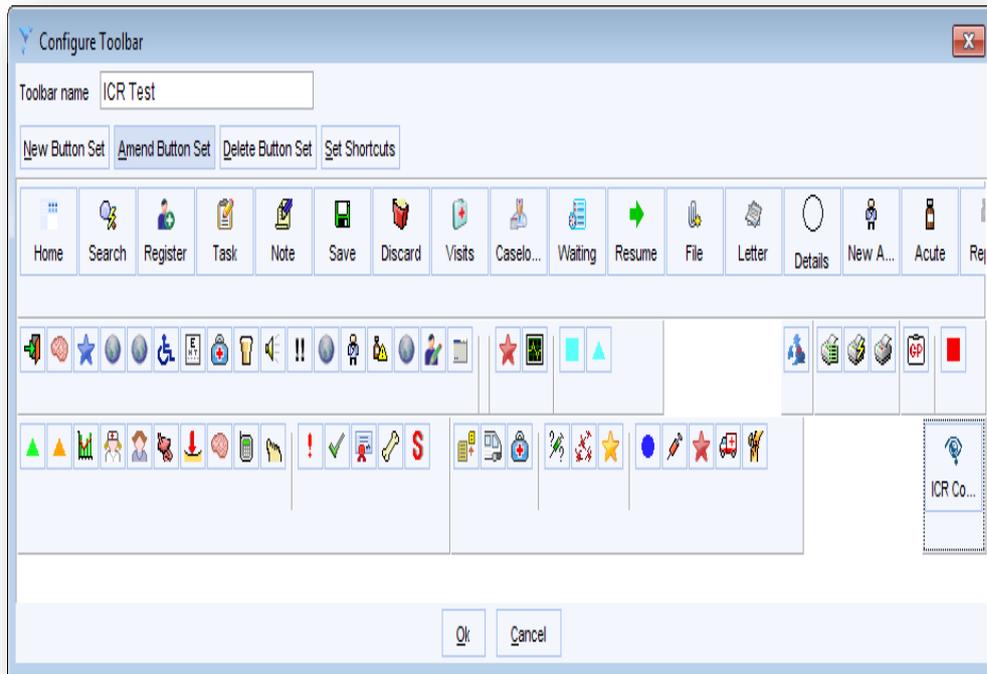
1. Go to Setup>Users & Policy> Organisation Preferences



2. Search for 'Toolbars' in the search bar
3. Once you have 'Toolbars' selected, right Click the default tool bar and select amend

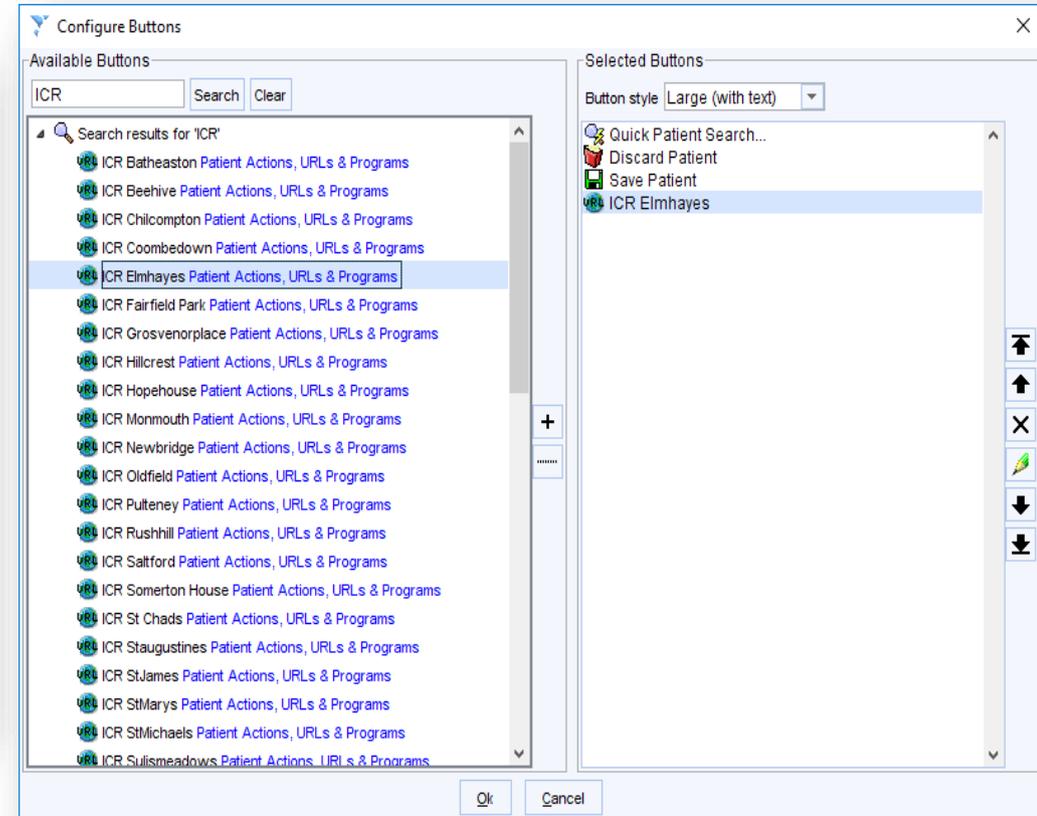


7. Set Up ICR Button in S1



6. Search for 'ICR' in the search bar and find your practice from the list

7. Highlight your practice URL with a left click, and press the + button in the middle of the screen to bring it across to the right screen.



8. Press Ok to close this page, and the one behind it to return to the main page of system one.

9. If configured correctly there should be a new Icon in the tool bar that can be pressed to launch the ICR as long as a patient is retrieved.

Finally, the first time a user uses this button, they will be prompted to put in their name, please do so as well as ticking the box to 'remember' these details to stop it from popping up again.

7. Set Up ICR Button in S1

NB If after following these steps you cannot see the ICR button, it may be that your profile is using a custom tool bar. The same is true for colleagues who cannot see the new button.

To correct this, follow steps 1-3 but instead right click and choose 'set staff toolbar usage' Here you can see the list of users names on the left, identify the staff members who need the default tool bar to see the ICR button, highlight them by left clicking, and then press right arrow to move them across to the left of the screen.