Integrated Care Record in Primary Care User Guide

July 2021
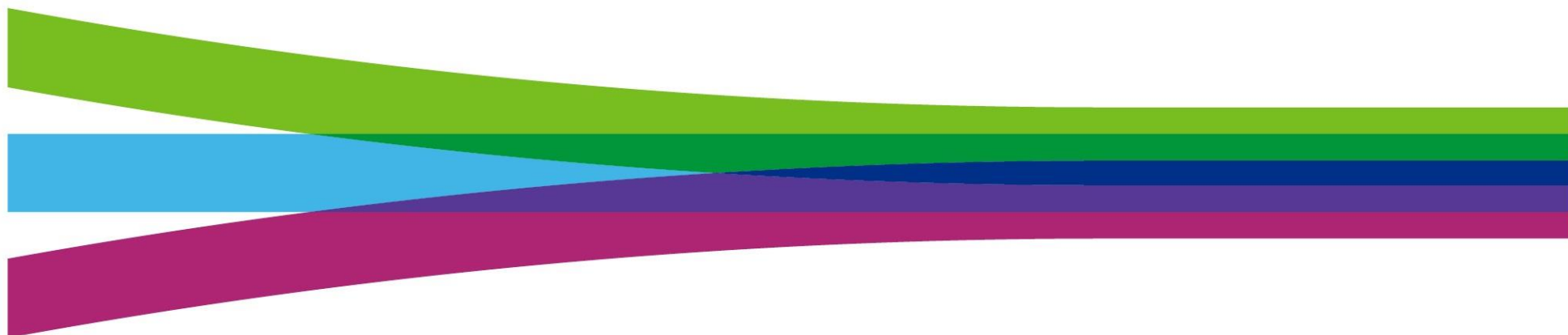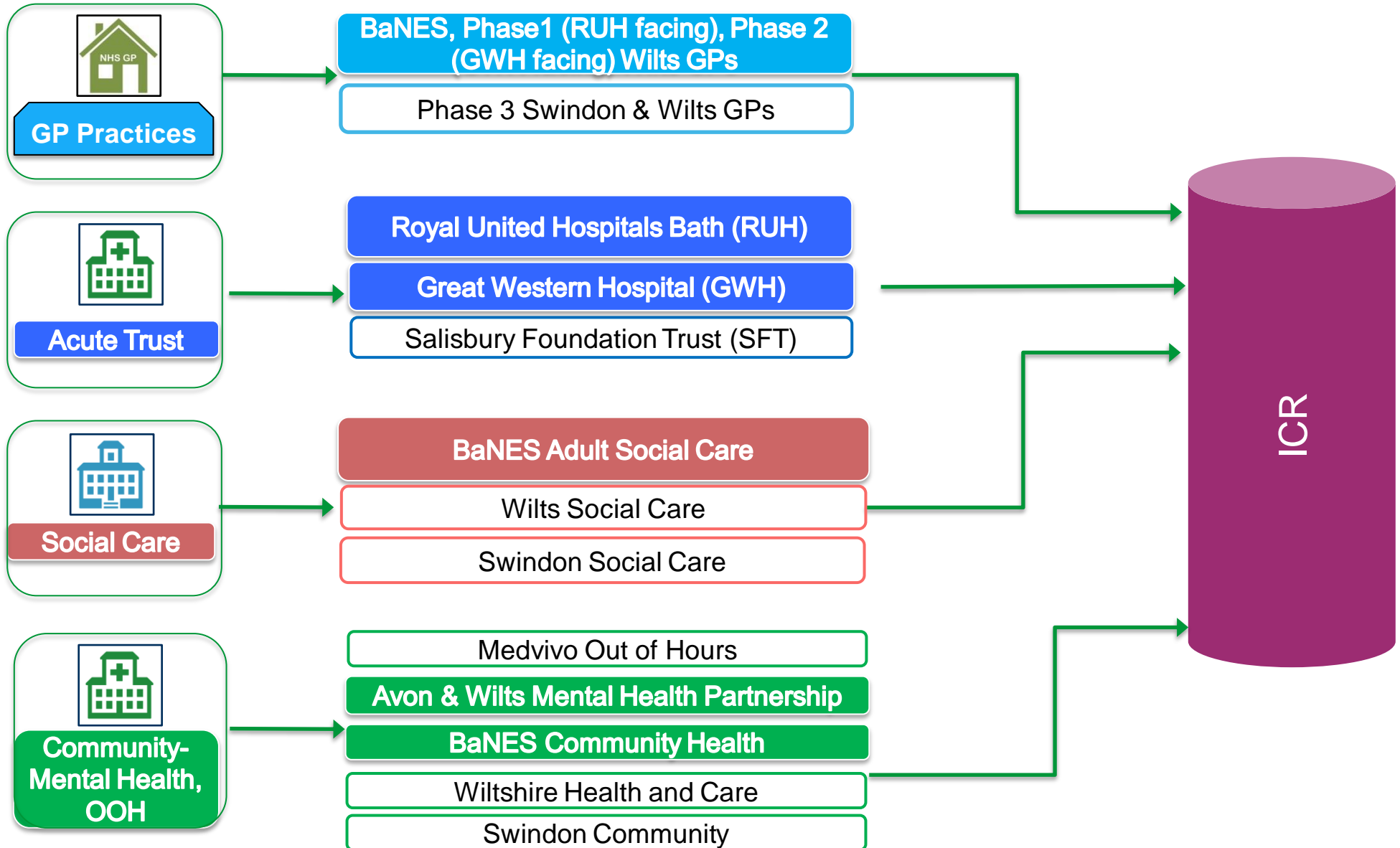
ICR – what is it?

- 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

BSW Data Feeds

Live | Underway

GP Practices
- BaNES, Phase1 (RUH facing), Phase 2 (GWH facing) Wilts GPs
- Phase 3 Swindon & Wilts GPs

Acute Trust
- Royal United Hospitals Bath (RUH)
- Great Western Hospital (GWH)
- Salisbury Foundation Trust (SFT)

Social Care
- BaNES Adult Social Care
- Wilts Social Care
- Swindon Social Care

Community- Mental Health, OOH
- Medvivo Out of Hours
- Avon & Wilts Mental Health Partnership
- BaNES Community Health
- Wiltshire Health and Care
- Swindon Community

ICR

Practices now Live:

Phase 1 - RUH facing
Box Surgery
Bradford-on-Avon Health Centre
Courtyard Surgery
Cricklade Surgery
Giffords Surgery
Hathaway Medical Centre
Lansdowne Surgery
Lovemead Group Practice
Malmesbury Medical Centre
Market Lavington Surgery
Northlands Surgery
Rowden Surgery
Southbroom Surgery
Spa Medical Centre
St James Surgery
The Avenue Surgery
The Lodge Surgery
The Porch Surgery
Trowbridge Surgery
Westbury Group Practice

Phase 2 – GWH facing
Abbey Meads Medical Pract
Ashington House Surgery
Burbage Surgery
Carfax Medical Centre
Eldene Surgery
Elm Tree Surgery
Great Western Surgery
Kingswood Surgery
Lawn Medical Centre
Merchiston Surgery
New Court Surgery
North Swindon Practice
Old Town Surgery
Priory Road Medical Centre
Ramsbury Surgery
Ridge Green Medical Practice
Ridgeway View Family Practice
Sparcells Surgery
Tinkers Lane Surgery
Victoria Cross Surgery
Westrop Medical Practice
Hawthorn Medical Centre*
Moredon Medical Centre*
Park Lane Practice*
Phoenix Surgery*
Tolsey Surgery*

Joining already live BaNES practices

* ETA August

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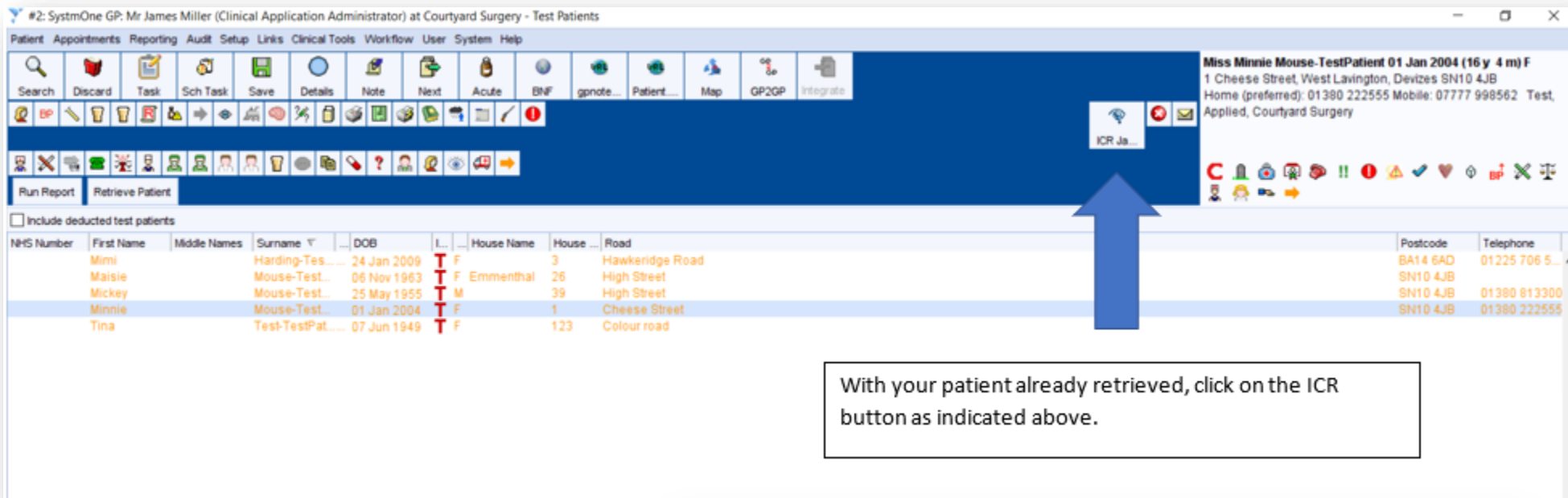
GP Data
- ✓ Demographics
- ✓ Immunisations
- ✓ Medications
- ✓ Referrals
- ✓ Active & Past Problems
- ✓ Allergies
- ✓ GP results
- ✓ GP Encounters
- ✓ Contraindications
- ✓ Operations
- ✓ Radiology
- ✓ Investigations
- ✓ Lifestyle Information
- ✓ Family History
- ✓ Pregnancy, Birth & Post Natal
- ✓ Contraception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

GP Medications
Repeat Medications
● Showing 1 - 3 of 14

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

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

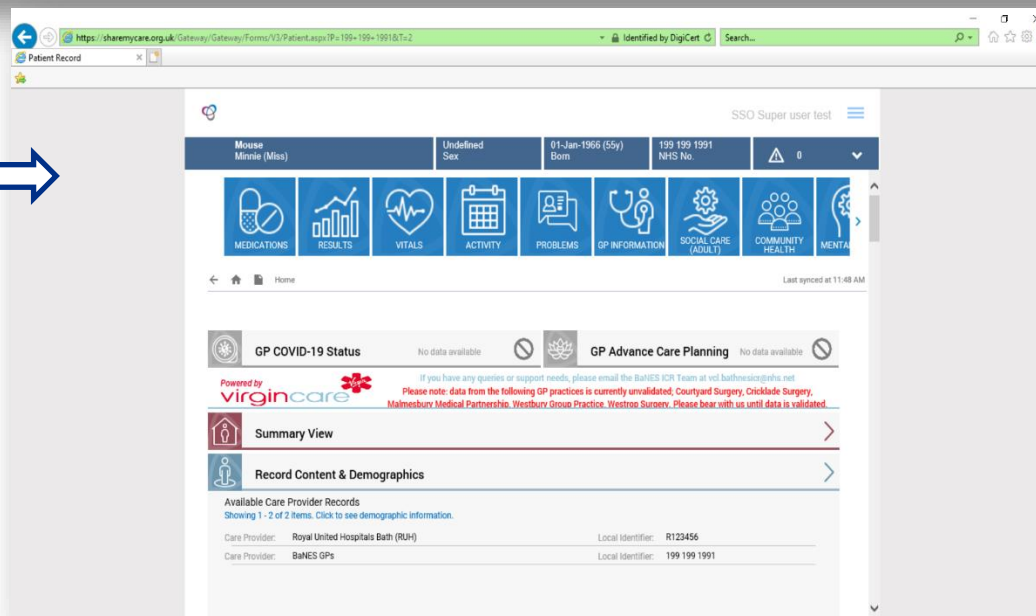|			
11-Jun-2018	Full blood count	0	
11-Jun-2018	Red blood cell count	5.69	10^12/L
11-Jun-2018	Mean cell haemoglobin concentration	32.1	g/dL
11-Jun-2018	International normalised ratio	1.9	

How do I access ICR from SystmOne?

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

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

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?

| VITALS | ACTIVITY | PROBLEMS | GP INFORMATION | SOCIAL CARE (ADULT) | COMMUNITY HEALTH | MENTAL HEALTH | CARE PLANS |

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 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

NHS Bath and North East Somerset, Swindon and Wiltshire CCG

2. Hospital Activity Detail view

Navigation icons: VITALS | ACTIVITY | PROBLEMS | GP INFORMATION | SOCIAL CARE (ADULT) | COMMUNITY HEALTH | MENTAL HEALTH | CARE PLANS | CLIN. L...

Left panel (Outpatient list):

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 detail:

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

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

Inpatient list panel:

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 detail:

Inpatient Admission — Clatterbridge Cancer Centre

Admitted:	11-Jun-2018 13:23	Estimated Discharge:	11-Jun-201813 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

Callout: 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.

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

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

Hospital Activity — Updates in real time

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

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

3. Community Detail View - Referrals

VITALS | ACTIVITY | PROBLEMS | GP INFORMATION | SOCIAL CARE (ADULT) | COMMUNITY HEALTH | MENTAL HEALTH | CARE PLANS | CLIN. L

Community Care

Open Referrals

Closed Referrals

Separated into sections for open and closed referrals

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

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:			

3. Community Detail View

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

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

Mental Health

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

VITALS | **ACTIVITY** | **PROBLEMS** | **GP INFORMATION** | **SOCIAL CARE (ADULT)** | **COMMUNITY HEALTH** | **MENTAL HEALTH** | **CARE PLANS** | **CLIN. L**

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

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

VITALS | ACTIVITY | PROBLEMS | GP INFORMATION | SOCIAL CARE (ADULT) | COMMUNITY HEALTH | MENTAL HEALTH | CARE PLANS | CLIN. L

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 — 4 items

Showing 1 – 2 of 4 items

Status:	Planned	Tenancy:	Adult Services (Whittington) / Liquid Logic
Date:	04-Jan-2019	Referral ID:	20|las|test1
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|las|test1
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.
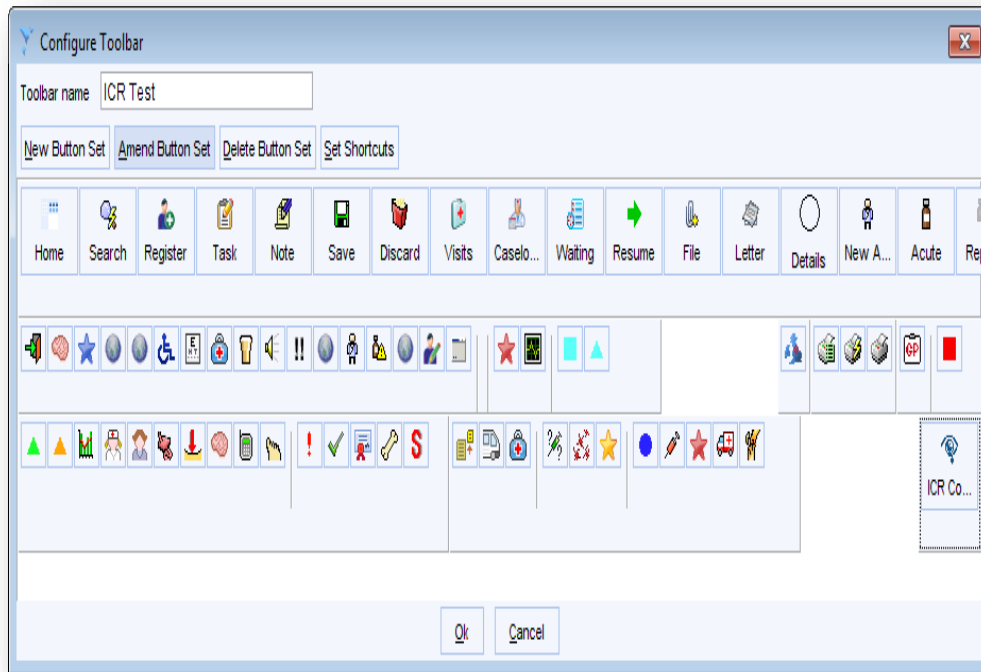
1. Go to Setup>Users & Policy> Organisation Preferences
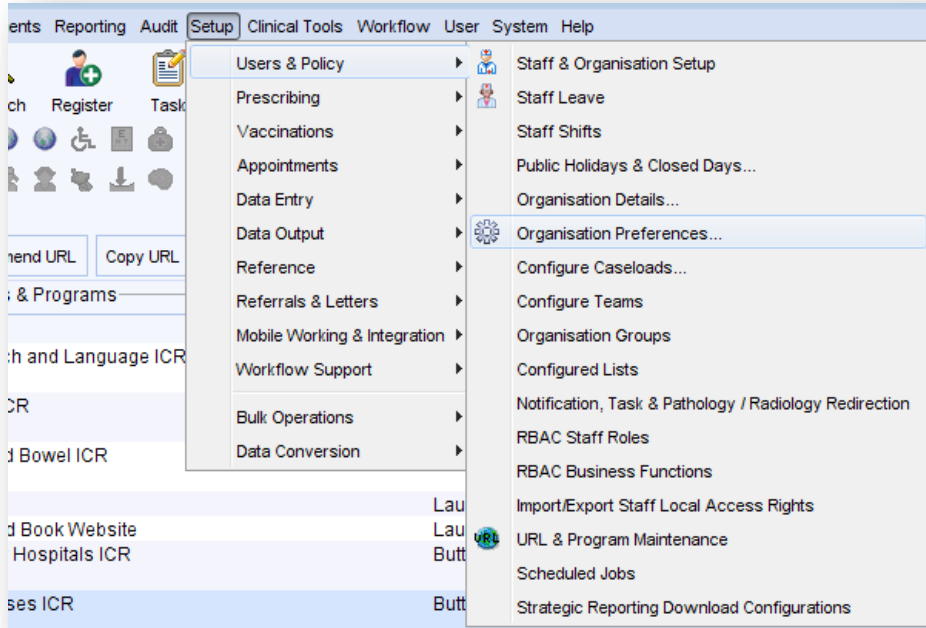
2. Search for 'Toolbars' in the search bar
3. Once you have 'Toolbars' selected, right Click the default tool bar and select amend
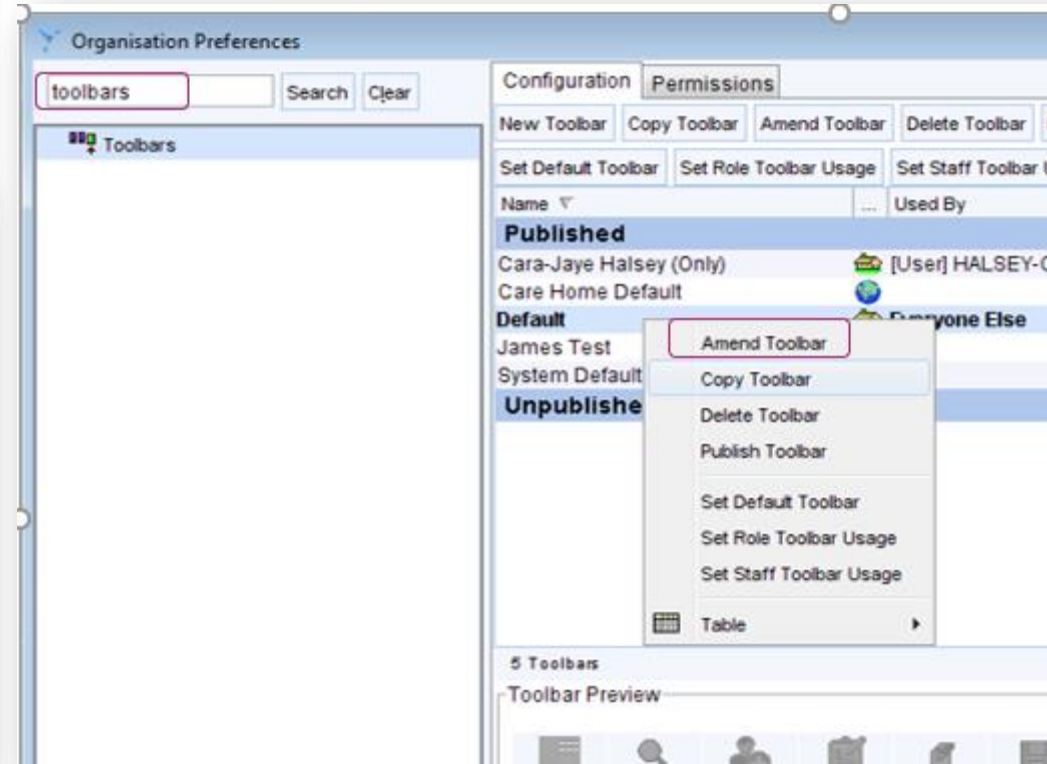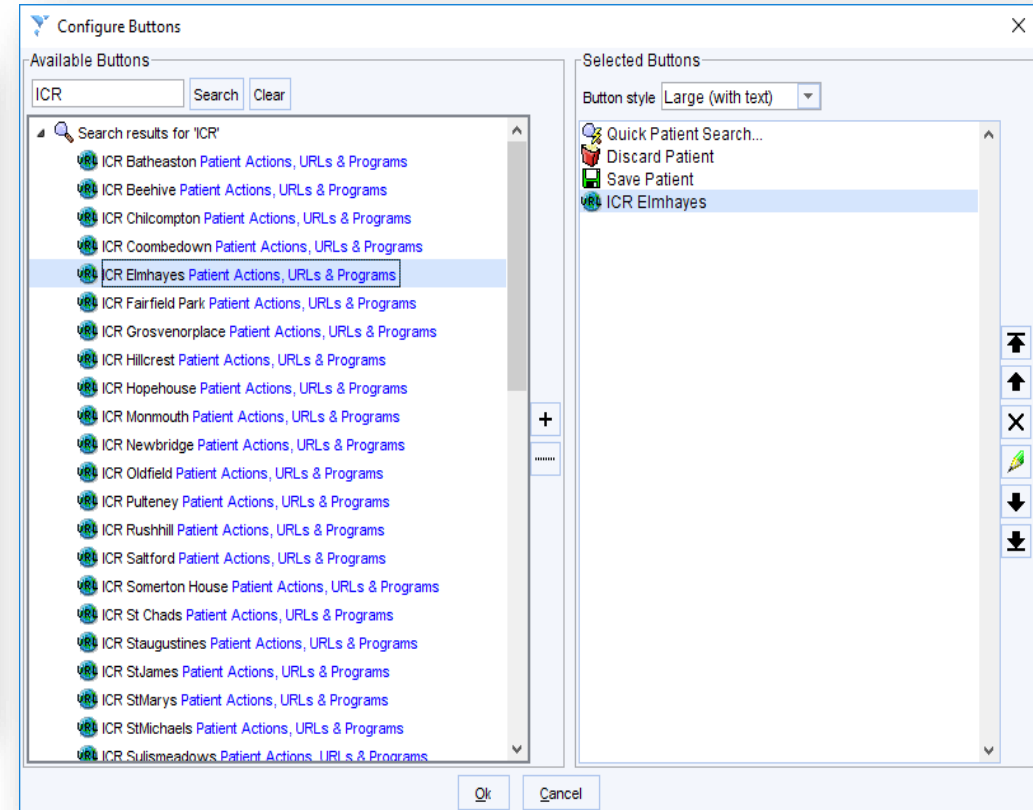
7. Set Up ICR Button in S1

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.