

Integrated Care Record – User Survey 2024

Summary

A full Integrated Care Record (ICR) benefits evaluation was completed with Unity Insights in 2022/23, one of the agreed points from the action plan was to repeat a user survey in a years' time. In October 2024 an online survey was promoted with ICR users and received 241 responses.

We used these responses to better understand the spread of user roles accessing the ICR, what this population used the ICR for, what benefits were brought for the organisations in the ICS and what feedback they had on how to improve the ICR in the future.

What did we do

The survey was created using the previous example as a baseline, with additional sections to qualify user role salaries and benefits in avoided activity which were found to be limited in 2022/23. We hosted the form on MS Teams and marketed it to ICR users via email and online links within the ICR itself. Our intention was to gather approximately 5% of monthly users, 250 individuals, it took a month to reach this target.

Once completed the results were analysed by the ICR team to understand; descriptive statistics, quantitative benefits & qualitative findings.

Alongside the main survey we included several questions on the use of Care Plans within the ICR. This will need to be analysed for insights, as digital care plans are now in significant use across the ICS.

What were the results

- 241 active users responded.
- With an average salary of £37.5k.
- Responses from all organisations in the ICS.
- Many job roles, majority within: Administrators, Nurses, Social Care, Doctors, Pharmacy and Occupational Therapy.

- 89% say ICR access positively impacts their patients
- 70% can easily find relevant information on the ICR
- 83% reported that the ICR was useful
- 88% are confident in using the ICR

- *Note: All values are listed with Optimisation Bias¹*
- Total calculated benefit value of the ICR for January to December 2024 is £13.2m.

¹ Value is applied with an optimisation bias. As the benefits data came from a user survey it is potentially overestimated for positive effects and underestimated for negative effects. The suggested adjustment from the HM Treasury Green Book is to reduce by 40%.

- Considerable time is saved using the ICR, 14.75 minutes per patient, 230,310 hours per year which equates to £4.3m value saved.
- Many activities which are not needed for individuals' health and are costly are avoided by using the ICR; £2m Planned Admissions, £5.3m Unplanned Admissions & £938k Outpatient Appointments. We validated these benefits with interviews with clinicians who explained how availability of information allowed them to prevent activities from occurring.
- As well as avoiding activities for users own organisations the ICR is used to prevent unnecessary activity for partnering establishments. This equates to: 22,759 hours from phone calls saved, calculated at £421k from other organisations (GP practice etc.) and £216k Unnecessary Referrals avoided.

Feedback on the ICR

Much of the feedback received was similar to that received the year before, and these items have already been put into planned enhancements for the ICR. Outside of this, additional items were shown that could be used for action plans to follow:

- Using Frailty care plans as Comprehensive Geriatric Assessment, workshops planned to understand this work and resources required.
- Improving integration with other systems, more systems are being introduced into the ICR, and we are looking at bringing cross system integration between the ICR and GP systems.
- Improved view of allergies & viewing blood results as a trend, there are many user interface improvements planned as part of changes expected in 2025.
- Viewing waiting time information, this is a new item and will need review.
- Download / export parts of ICR to email to other providers, we think that this is potentially a training issue and could be included in new training materials.

Next Steps

1. The benefits analysis will be used in ongoing business cases for the ICR
2. New feedback will be brought into plans for continual improvement
3. The user survey will be repeated, expected to be after the new ICR user interface changes to test feedback