



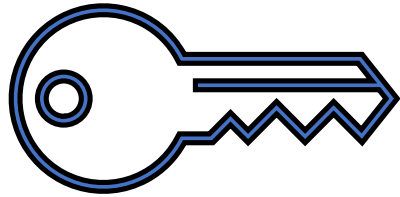
Bath and North East Somerset,  
Swindon and Wiltshire Partnership  
Working together for your health and care

# BSW Integrated Care Record: Guide for users

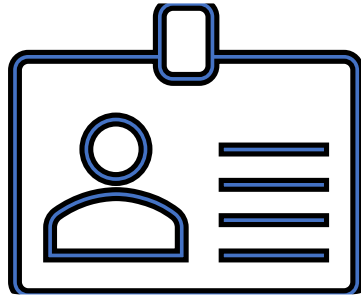




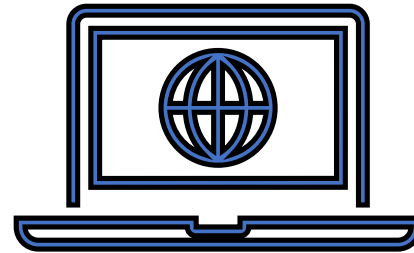
# Contents



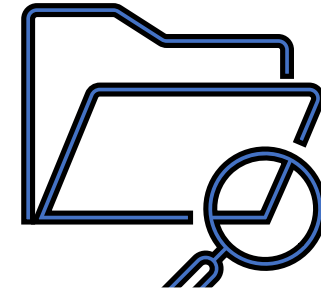
Accessing the  
ICR



Creating a new  
User Profile



Landing Page



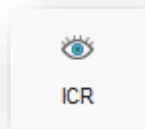
Data available

## Accessing the ICR

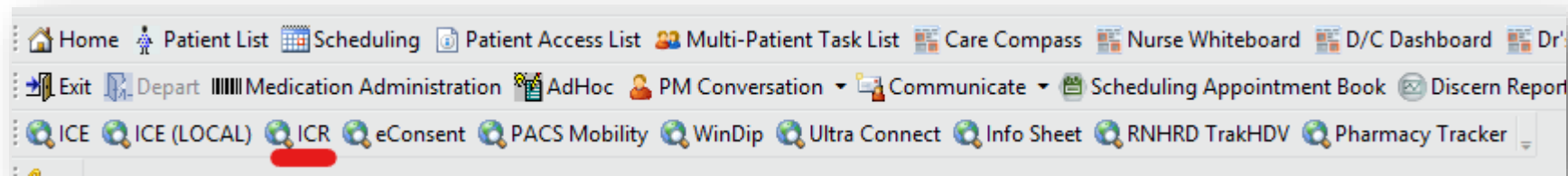
The ICR can be accessed directly via a link/icon in your clinical system. Please contact your IT team if you are unable to access the ICR.

### TPP SystemOne – Primary Care, Community.

Retrieve the patient record you wish to view and click on the ICR icon on the Toolbar



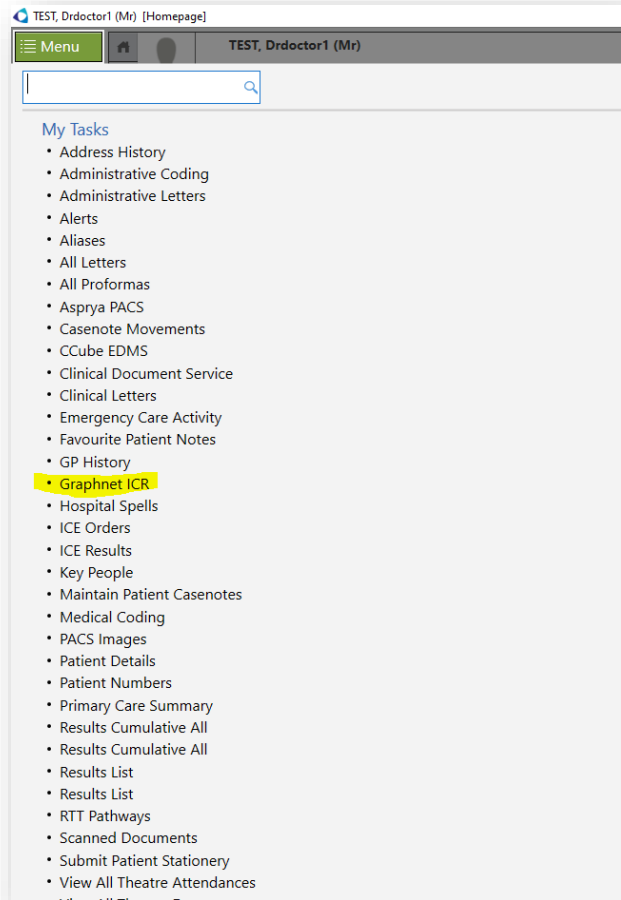
### Millennium - RUH



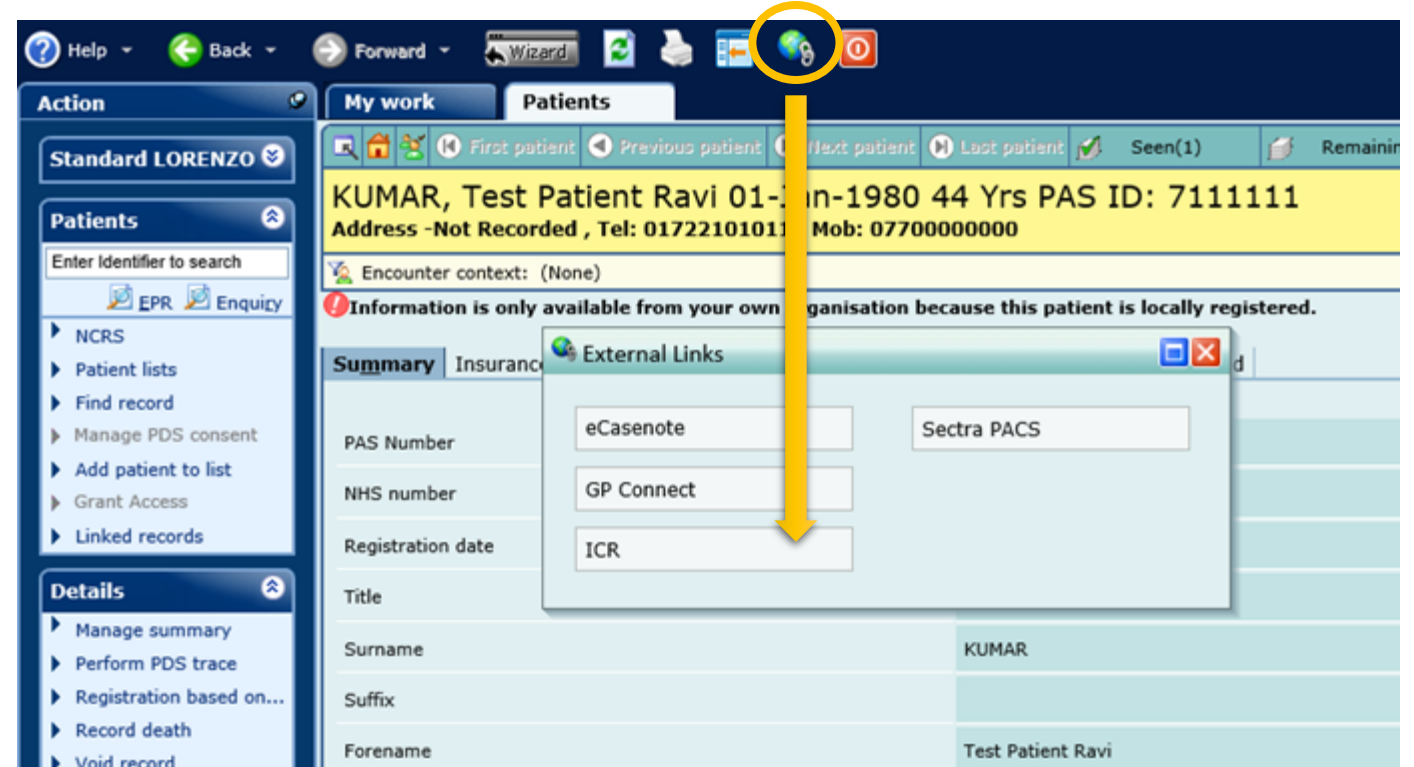


# Accessing the ICR

## CareFlow - GWH



## Lorenzo - SFT





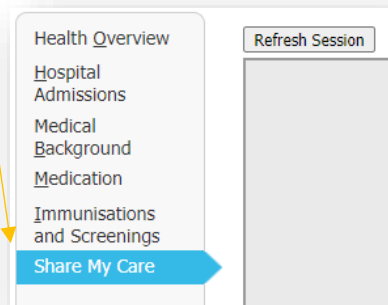
# Accessing the ICR

## Liquid Logic – Wilts LA

Open the client's record and click on the Health record



This will then display a list of options on the left hand side of the screen and if you click on Share My Care this will open the ICR.



## Liquid Logic – BaNES LA

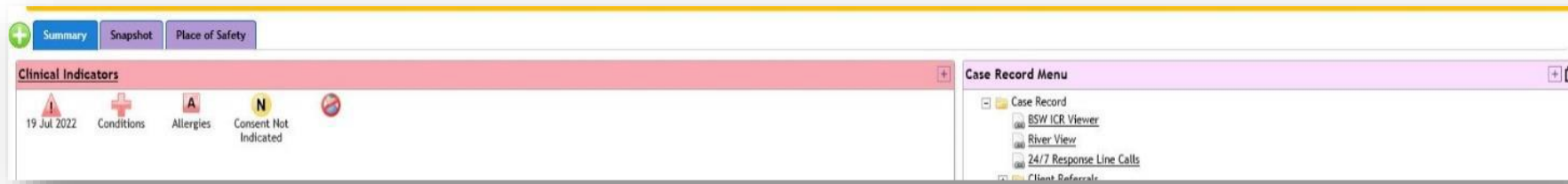




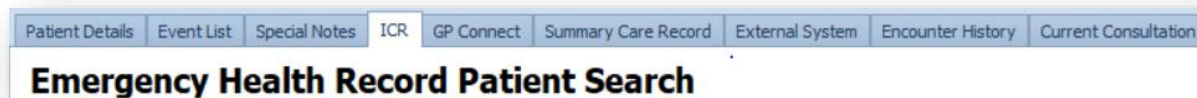
# Accessing the ICR

## RiO - AWP

From the **Service User's Case Record** page, click on the **BSW ICR Viewer** hyperlink in the **Case Record menu**.

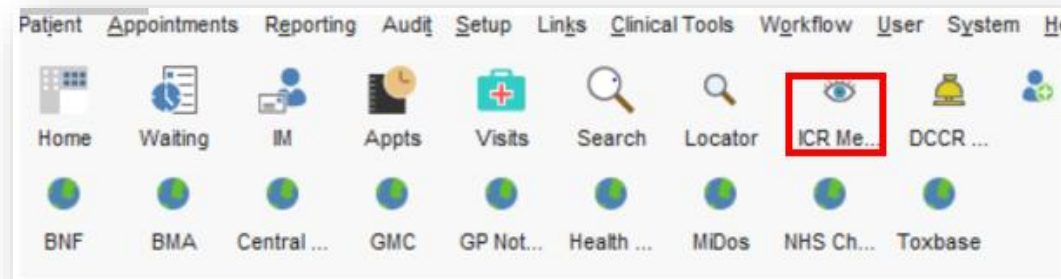


## Adastra – Health Hero



## SystemOne – Health Hero

Click the ICR Medvivo button and the record for the patient will be presented in to SystemOne





## Creating a new user profile

When logging into the ICR for the first time you will be required to create a user profile

**Create User Profile**

A user profile is needed in order to access the record. Please provide the following information (mandatory information is marked as such). You will be able to edit and update this information later.

|                          |                                                                                                                                                                                  |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title</b>             | <input type="text" value="Title"/>                                                                                                                                               |
| <b>Forename*</b>         | <input type="text" value="Justine"/>                                                                                                                                             |
| <b>Other Forename(s)</b> | <input type="text" value="Other Forename(s)"/>                                                                                                                                   |
| <b>Surname*</b>          | <input type="text" value="Taylor"/>                                                                                                                                              |
| <b>Role*</b>             | <input type="text" value="Role"/>                                                                                                                                                |
| <b>Job Title</b>         | <div>Accident and Emergency nurse<br/>Addiction medicine specialist<br/>Administrative healthcare staff<br/>Allied health assistant<br/>Anaesthetist<br/>Appliance officer</div> |

Forename, Surname and Role are mandatory fields.

To find your role (or the nearest role description) start typing the first letters of your job title/role.

*What if my role isn't there?*

You will need to select the one that is the nearest match so you can complete the form. Then, email [bswicb.icrinfo@nhs.net](mailto:bswicb.icrinfo@nhs.net) with the details of your role, so we can then investigate a new role to add from the approved coded list.



## Landing Page

Once you have logged on successfully you will see the patient summary page.

### Navigation Bar

Expand to select the part of the ICR you want to view

### Summary Page

This page aims to give users an overview of the patient and brings together all the important information. You can delve into this information further using the navigation bar, or in-page information windows.

### Patient Banner

Click to expand and show more demographic information.

### Pop-up windows

Click to see additional information whilst not having to navigate away from the main page.

### Care Planning

This section indicates if a patient has a Care Plan such as a Digital ReSPECT form. If greyed out, click to start a new one

### GP Connect

Click to view real time GP information from BSW and non-BSW GPs

**Patient Banner**

| NAME                | SEX     | BORN              | NHS NO.      | PATIENT NO.  | ADDRESS                       | CONTACT NUMBER | Alerts   |
|---------------------|---------|-------------------|--------------|--------------|-------------------------------|----------------|----------|
| Minnie Mouse (Miss) | Unknown | 01-Jan-1966 (60y) | 199 199 1991 | 199 199 1991 | Graphnet Health Ltd, MK14 6DY | 07778 123456   | 0 Alerts |

**GP real-time information (GP Connect)**

**Problems**

| Problem                        | Date        | Time                     |
|--------------------------------|-------------|--------------------------|
| ACE inhibitor prophylaxis      | 06-Nov-2017 |                          |
| O/E - Diastolic BP reading     | 01-Feb-2017 | 84 mmHg                  |
| Allergic reaction to substance | 24-Jul-2016 |                          |
| Blood pressure                 | 26-Feb-2016 | 120 mmHg                 |
| Red blood cell count           | 19-Aug-2015 | 4.37 10 <sup>12</sup> /L |
| Anticoagulant prophylaxis      | 12-Jul-2015 |                          |
| Generally unwell               | 12-Oct-2014 |                          |
| Magnetic resonance imaging     | 06-Aug-2014 |                          |

**Medications**

| Medication       | Date | Time |
|------------------|------|------|
| GP Repeat        |      |      |
| GP Historic Rpts |      |      |

**GP Advance Care Planning**

No items exist for this category

**Allergies**

| Allergy              | Date        | Time |
|----------------------|-------------|------|
| GP CONTRAINDICATIONS |             |      |
| GP                   | 11-Jan-2019 |      |

**GP Lifestyle**

| Weight | BMI        | Date        | Time        |
|--------|------------|-------------|-------------|
| 84 KG  | 15.48 Kg/m | 01-Feb-2017 | 17-Jul-2008 |

**Care Planning**

| Care Plan            | Date        | Time |
|----------------------|-------------|------|
| Has ReSPECT plan     | 26-Feb-2026 |      |
| Has EPaCCS form      | 03-Feb-2026 |      |
| Has Contingency Plan | 20-Mar-2024 |      |

**Contacts**

**Record Contents**

7 Available Care Provider Records

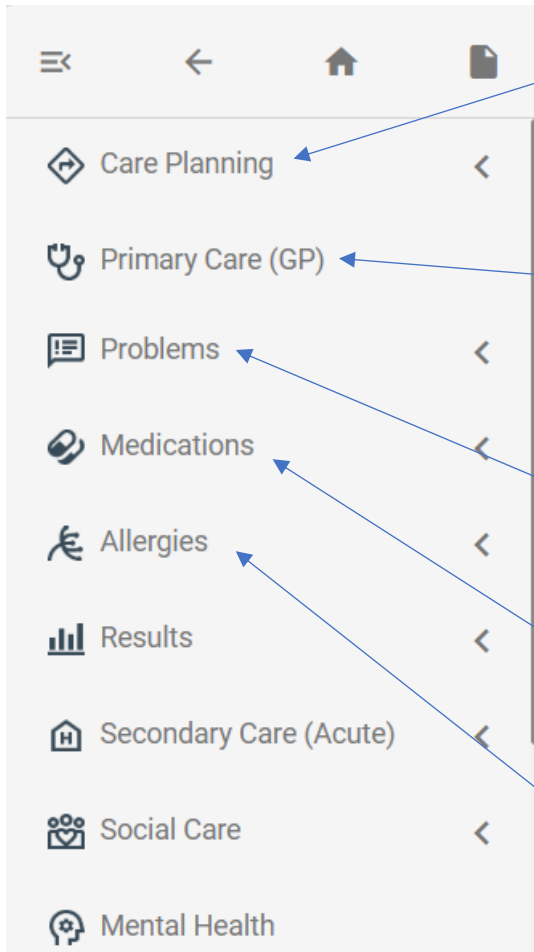
| Record                      | Local ID  |
|-----------------------------|-----------|
| Great Western Hospitals NHS | GWH123456 |
| Healthhero                  | MV123456  |
| BaNES Community Health      | BCH12345  |
| BaNES Adults Social Care    |           |

Multi Column Display: The new layout will display more information on a single screen. The number of columns shown will depend on your screen resolution, resulting in either a one, two, or three-column layout.



# What Information is available? Healthcare Users

You can access all the information on the ICR by scrolling down the patient summary page and clicking between the tabs or by expanding the Navigation Bar and selecting the section you want to view.



**Care Planning:** Eforms and Care Plans including EOL ICR (EPaCCS, Digital ReSPECT)

**Primary Care (GP):** This section (updated nightly) holds all Primary Care Activity recorded locally such as Encounters, Referrals, Conditions, Latest Recordings as well as links to: Medications, Results, Problems, allergies and GP Connect (live data)

**Problems:** Access Problems summary from GP, Mental Health and Community feeds

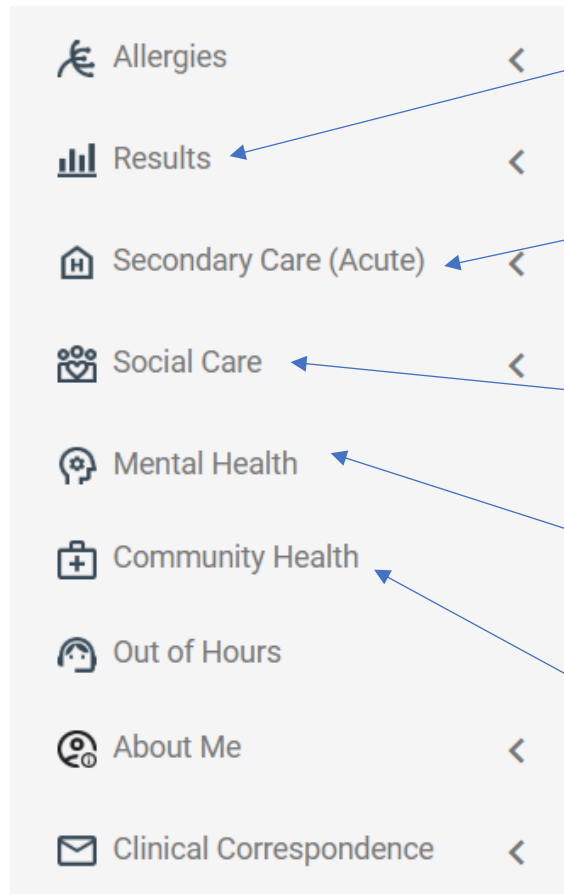
**Medications:** View GP (current, past and repeat) or Community prescribed medications.

**Allergies:** Click for GP recorded Allergies and Contraindications.



# What Information is available? Healthcare Users

You can access all the information on the ICR by scrolling down the patient summary page and clicking between the tabs or by expanding the Navigation Bar and selecting the section you want to view.



**Results:** View GP, Pathology and Radiology Results

**Secondary Care (Acute):** Click to view acute Inpatient, Outpatient and Emergency Acute activity

**Social Care:** View Social Care information including Cases, Contacts and Case Workers

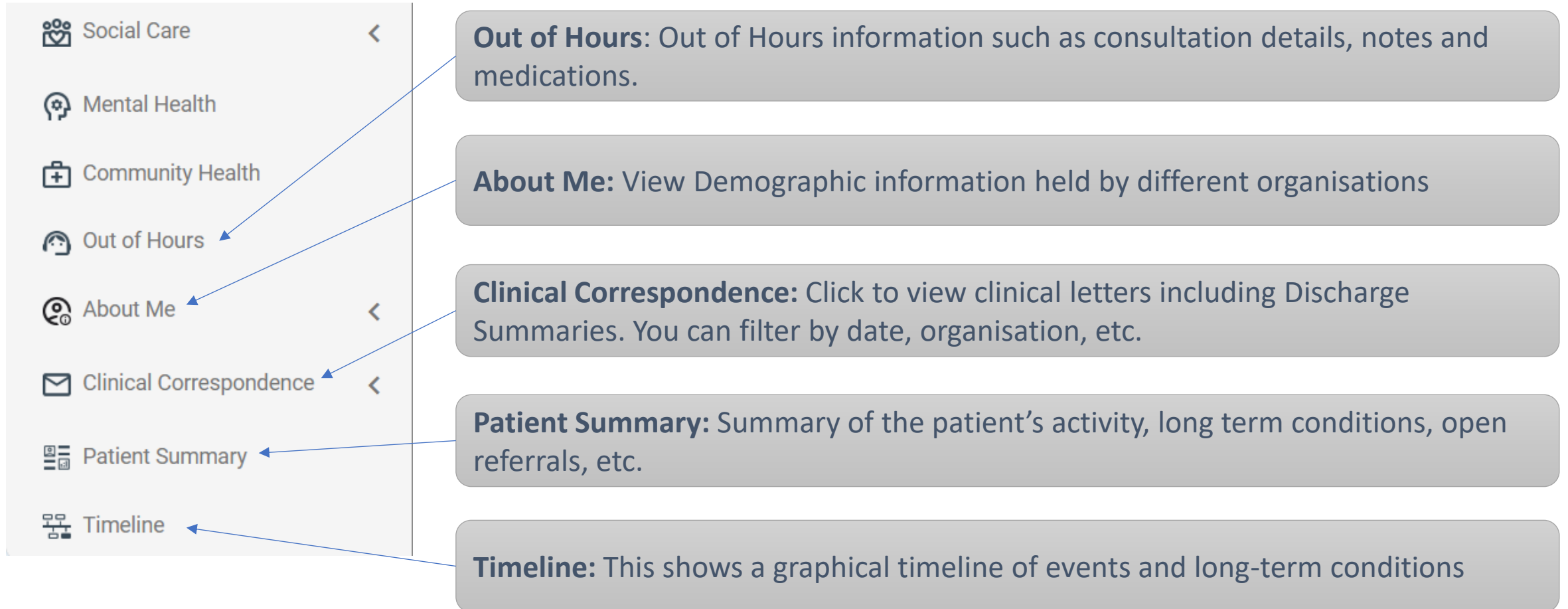
**Mental Health:** View MH Activity including Referrals and Care Plans

**Community Health:** View Community information including referrals, contacts, medications.



## What Information is available? Healthcare Users

You can access all the information on the ICR by scrolling down the patient summary page and clicking between the tabs or by expanding the Navigation Bar and selecting the section you want to view.





# Direct Entry Care Plans

The screenshot shows a web interface titled "Integrated Care and Support Planning". On the left is a sidebar with icons for navigation. The main content area includes a "Contacts Form" at the top with fields for "Has Main Carer:", "Care Coordinator / Lead Professional Recorded: No", "LPA(s) Recorded: No", "Carer for Others:", and "Other Personal and/or Professional Contacts Recorded: No". Below this are five cards: "About Minnie", "Lifestyle & Environment", "Care & Support Plan" (with a review date of 17-Feb-2023 and 0 actions recorded), "Contingency Plan" (with a review date of 01-Jan-2026 and 1 risk/condition recorded), and "End of Life (EPaCCS)" (with a review date of 01-Jan-2026, diagnosis of Chronic Kidney Disease (CKD), and CPR status). At the bottom left is a "Frailty" card (last assessed 06-Mar-25, areas of concern: Falls) and a "ReSPECT" card (Recommended Summary Plan for Emergency Care and Treatment). At the bottom right is a "Care Planning: Supporting Documents" section. Each card has a "Click to View / Edit / Add >>" link.

The patient summary page shows if there is a care plan for the patient:

The patient summary page displays the following information:

- Care Planning** (with a right arrow)
- No ReSPECT plan (with a right arrow and "Click to create" link)
- Has EPaCCS form (with a checkmark icon, "Latest Update 09-Dec-2025", and a right arrow)
- Has Contingency Plan (with a checkmark icon, "Latest Update 02-Dec-2025", and a right arrow)

## Digital ReSPECT

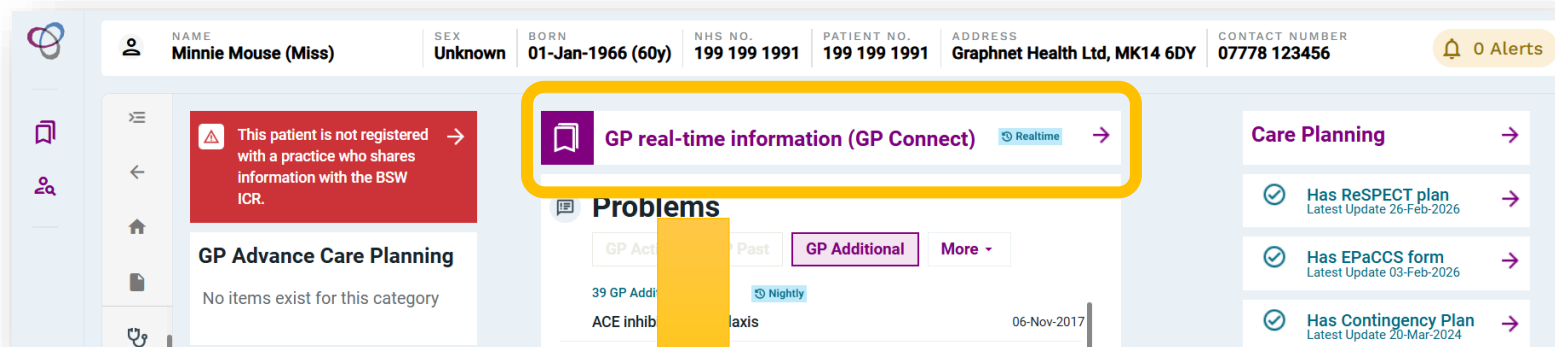
Co-developed and fully accredited by the Resus Council the form enables clinicians from across BSW to view and update at any time.

## End of Life ICR (EPaCCS)

Ability to assess, monitor and manage End Of Life patients with input from primary, secondary, community, hospice, mental health and social care.

Digital ReSPECT forms, EOL ICR (EPaCCS) and Contingency Plans are shared with SWAST and other Ambulance services via the National Record Locator.

# GP Connect



NAME: Minnie Mouse (Miss) | SEX: Unknown | BORN: 01-Jan-1966 (60y) | NHS NO.: 199 199 1991 | PATIENT NO.: 199 199 1991 | ADDRESS: Graphnet Health Ltd, MK14 6DY | CONTACT NUMBER: 07778 123456 | 0 Alerts

**GP real-time information (GP Connect)** →

**Problems**

**Care Planning**

- Has ReSPECT plan (Latest Update 26-Feb-2026) →
- Has EPaCCS form (Latest Update 03-Feb-2026) →
- Has Contingency Plan (Latest Update 20-Mar-2024) →

View real time GP information, this also includes GP data from outside of BSW

Click on a section to view the information available

## GP CONNECT INFORMATION

### Administrative Items

- Administrative Items → Allergies → Clinical Items → Encounters → Immunisations
- Medications → Observations → Problems → Referrals



The data below is from GP Connect and is up-to-date. Data from non-GP Connect sources is refreshed once a day, so may be different.



## What Information is available? Social Care Users

Social Care colleagues can view most of the information outlined in the previous slides with the exception of:

- GP Connect
- Some GP Data: GP Medications, Problems, Referrals, Contraindications
- Pathology and Radiology Results

A separate Social Care View Guide is available.