Building up local health and care records at scale

Andrew Fenton
@fentonaw
How many?
About 60 local care records programmes currently in England
The evolution of records-sharing programmes

- HHR / CHIE
- Connecting Care, OCR
- Berkshire, Bucks, Glos, Dorset, Surrey, K&M...
- LHCREs +
## Scope of local care records

<table>
<thead>
<tr>
<th></th>
<th>Direct Care</th>
<th>PHR</th>
<th>Analytics</th>
<th>Clinical Data Store</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecting Care</td>
<td>✓</td>
<td>✓</td>
<td>Planned</td>
<td>✓</td>
</tr>
<tr>
<td>Connected Care</td>
<td>✓</td>
<td>Planned</td>
<td>x</td>
<td>✓</td>
</tr>
<tr>
<td>CHIE</td>
<td>✓</td>
<td>Planned</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Oxfordshire Care Record</td>
<td>✓</td>
<td>Planned</td>
<td>Planned</td>
<td>x then ✓</td>
</tr>
<tr>
<td>JUYI</td>
<td>✓</td>
<td>Planned</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>
Benefits - by virtue of the record being there...

- Patient not having to repeat their story multiple times
- Patient safety – reducing adverse events, safeguarding
- Speed and assurance of clinical decision making
- Reduction in ambulance conveyances
- Reduction in pathology tests
- Reduction in decisions to admit
- Reduction in length of stay
- Reducing prescribing errors
Examples of clinical feedback (Oxfordshire Care summary)

OCS reduces delayed discharges many times a week. It is also much quicker than ringing the GP surgery, saving the pharmacist time and meaning they can see more patients, ensuring safety on these prescriptions too.
Benefits – to enable service improvement and transformation

- Enabling new care models dependent on multi-disciplinary team across different organisations/services.
- Enabling workflow across a care team, supported by alerts and notifications.
- Supporting care professionals with diagnostic and treatment decisions.
- Digital enablement of Population Health Management.
- Citizen engagement in living healthier and managing long-term conditions.
Experience shows...

Most of the enablers to digital transformation are not technical in nature:

- Leadership and engagement
- Making the digital non-digital
- Being driven by care improvement and service model change
- An open and inclusive engagement model
- Senior leadership and commitment
- Making the business case
<table>
<thead>
<tr>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy to access and find the record (single-sign on, context launching)</td>
</tr>
<tr>
<td>Clear presentation of the information</td>
</tr>
<tr>
<td>Interoperability standards and data formats</td>
</tr>
<tr>
<td>Data quality</td>
</tr>
<tr>
<td>Supplier interfaces</td>
</tr>
<tr>
<td>Data repository or virtual view?</td>
</tr>
<tr>
<td>Target architecture concept</td>
</tr>
</tbody>
</table>
LHCREs are about extending Scale, Scope and Impact

1. Digitizing the record
2. Connecting the parts
3. Gleaning meaningful insights from the data
4. Converting these insights into action that improves value

LHCREs are about all of this – and impacting on digitisation and data quality
Thames Valley and Yorkshire and Humber win last two LHCRE spots

Thames Valley and Yorkshire and Humber have been selected by NHS England to make up the two remaining Local Health and Care Record Exemplar (LHCRE) shared records pilot projects.
We will build upon and exploit the maturity and expertise in our partnership to deliver care and quality transformation to our population through digital innovation and the harnessing of actionable population health intelligence.
The TVS area has the highest concentration of first wave ICSs in the country.
Delivery focus

- Support, accelerate and spread best practice across the **five area-based shared records programmes**

- Development of the **TVS Virtual Regional Record for Individual Care** – a federated linkage of the 5 area-based systems (with Cerner, Graphnet, and PKB)

- Support, accelerate and spread best practice on **patient / citizen access and digital services (including PHRs)**

- Development of the **TVS System-Wide Hub for PHM, Intelligence and Research**
What does a LHCRE look like?
Technology can easily be mistaken for a type of technical change, as technology is technical, but in reality it interacts with people in a multitude of ways and is therefore adaptive.
Further resources

Local Care Records case-studies

NHS Digital PHR tool-kit

NHS Digital – Empower the Person digital roadmap

SCW Digital Transformation

NHS England – LCHRE announcement