The Cheshire Care Record

Connecting 100 organisations across Cheshire

John Glover
Former SRO for the Cheshire Care Record
CIO Morecambe Bay Health & Care Partners (ICS)
Right Information, Right Person, Right Time

= Right Decision

Therefore why wouldn’t health and social care:

1. Share records, appropriately and securely, for the benefit of citizens to improve safety, outcomes, quality & efficiency

2. Ensure that their staff have access to shared records to improve the care they provide to citizens
Background

- Initial plan to create the West Cheshire Care Record
- Extended to East Cheshire, South Cheshire and Vale Royal
- Focus on supporting provision of direct care
- Refreshed in near-real-time or as clinically appropriate
- Compliant with Information Governance standards
- Consent (implied to share/explicit to access)
Why?

• Challenge of ageing population/reducing budgets/rapid rise of long-term conditions

• Enabler for transformation objectives:
  – Improve Self-Care
  – Support People in the Community
  – Work across boundaries
  – Improve the management of long term conditions

• Access to paper records can be slow, unreliable, difficult to audit, consent not recorded, etc.

• Supports complex pathways and integrated teams....
Record Sharing

The Web of Care
(Last 7 yrs)

Countess Cheshire Care Record
The Clatter

Care team
2 live-in carers
(alternating weekly)
Replacement carer
Some night nursing – Health
Emergency carers & Barbara

Social Worker

Direct Payments Team; Rowan Org.

Alzheimer’s Soc outreach worker

Out-of-Hours Doctors

Dementia Advisory Nurse?

GP

District Nurses

Consultant

Continence Adviser

Speech & Language Adviser

Dietician

Community Dentist

Occupational Therapist

Equipment Service

Physiotherapist

Malcolm & Barbara

Oxygen service

Wheelchair Service

Alternating Mattress Technician
Overview
736,000 People
Objectives

Improve Quality/Safety/Efficiency/Staff Experience

• Reduce the need for a person to tell & retell their story
• Reduce the need to understand/navigate the care system
• Support efforts to reduce incidents of avoidable harm
• Reduce unnecessary admissions & minimise stay
• Avoid unnecessary/incorrect testing, diagnosis & treatment
• Reduce staff time spent hunting & gathering information
### Key Contacts & Information

#### Mental Health Care Team
- **Staff Type**: Consultant Psychiatrist  
  - **Name**: John Brown
- **Staff Type**: Community Psychiatric Nurse  
  - **Name**: Joanne Bloggs

#### Social Care Case Worker Details
- **Jane Smith**: Social Worker

#### Associated Carer Details
- **Robert Heritage**: Spouse
  - **Primary Carer**: Y

#### Indicators
- **Disability Present?**: No  
- **Learning Disability Present?**: Y  
- **Risks Present?**: No
Access & Consent

• Single Sign On - retaining local person context
• Explicit consent required when record first accessed
• Yes/No access for all users indefinitely or for 24hrs
• Consent can be withdrawn through request to GP
• Summary text to help citizens understand what they are agreeing to share/with whom/for how long
• Certain circumstances allow 24hr access without explicit consent (capacity, capability, unaccompanied child)
• If accessed without consent Caldicott Guardian notified
# Consent

## Patient Consent

<table>
<thead>
<tr>
<th>Test01, Sharon (Ms.)</th>
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<tr>
<td><strong>Gender</strong></td>
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<td><strong>Born</strong></td>
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Has the patient consented to have their record viewed?

- Yes – for all health and social care staff indefinitely
- Yes – just related to today’s consultation
- No – consent denied
- Not asked – break glass

The Cheshire Care Record contains a summary of your GP, hospital, mental health, cancer, community and social care records. By giving consent you are giving permission for health and social care staff involved in your care and treatment to view your record.
Usage Statistics

Monthly Records Accessed

- January 2016: 440
- February 2016: 532
- March 2016: 697
- April 2016: 783
- May 2016: 897
- June 2016: 1141
- July 2016: 1207
- August 2016: 1405
- September 2016: 1437
- October 2016: 1494
- November 2016: 1300
- December 2016: 1513
- January 2017: 1784
- February 2017: 1792
- March 2017: 1846
- April 2017: 2034
- May 2017: 2247
- June 2017: 2304
- July 2017: 2720
- August 2017: 3575
- September 2017: 3822
### Record Utilisation

#### Sharing Purpose

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<tr>
<td>Reactive</td>
<td>Predictive/Proactive</td>
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**Personalised** → **De-Personalised**
Feedback

“So exciting…. utterly fantastic! This is a really useful inter-agency mechanism for gathering accurate information quickly and securely”

“The Cheshire Care Record has made being on-call in A&E and MAU so much easier”

“So exciting…. utterly fantastic! This is a really useful inter-agency mechanism for gathering accurate information quickly and securely”

“Extremely helpful in making the admissions process as smooth as possible”

“Excellent for inter-professional communication, so useful for referrals as clinicians can access more of the whole picture of a service user, which in turn can only lead to a better understanding of service user and ultimately informing care”

“Improves safe delivery of care”
Lessons Learned

- Build trust and cross-organisational relationships
- Use peer pressure to hold partners to account
- Focus on benefits to the citizen, not the organisation
- Avoid reinventing the wheel and creating new borders
- Information not data, less can be more
- Engage suppliers early, lead times can be long
- ‘The duty to share information can be as important as the duty to protect confidentiality’ (7th Caldicott Principle - Revised September 2013)
Where Next?

• Go-live with enhanced community and social care datasets
• Provide access to 999 & 111, care homes
• Develop and implement improved primary care dataset
• Continue to work with staff to extend utilisation
• Proactive use of data to standardise care
Morecambe Bay ICS - Digital Offer

- Record Capture & Sharing (Structured / Unstructured)
- Population Health Management
- End to End Care Pathways, Decision Support, Triage, Care Navigation, Pathway Overview & Management
- Clinical Communications
- Citizen Engagement
Contact Details

Questions?

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