

# Leeds Care Record Project





**Every health and social care organisation in Leeds holds a different set of patient records, with over 300 separate clinical systems in operation across the city. Separate, unconnected systems encourage fragmentation, inefficiency and inaccuracy. Leeds Care Record is an attempt to solve some of these problems and support integration at the level of the care professional and the patient.**

Leeds Care Record project is a web based solution which enables care professionals and practitioners to view real time data across care providers and between different systems. It is a collaboration across:

- ▶ **primary care**
- ▶ **secondary care**
- ▶ **community care**
- ▶ **adult and children's social care**
- ▶ **mental health services**
- ▶ **and is part of the integrated health and social care programme in Leeds**

The record is pioneering an effective approach to sharing patient records across a local health and social care economy and is currently at a stage where it has delivered significant benefit for patients whilst looking ahead to much more development and progress.

## **Built upon existing systems, utilising assets**

The technology used to build Leeds Care Record was a further development from the well-established Leeds Teaching Hospital Trust's PPM+, a trust-wide electronic patient record. The Trust links and integrates all electronic clinical data into a single integrated system called PPM+.

# PPM+ enabling Leeds Care Record

Leeds Care Record does not replace existing systems or add additional administrative burden on care professionals and practitioners; instead it adds value and insight to processes which are already in place.

It was devised as a response to a health and wellbeing priority for the city to support integrated health and social care, the Trust's strong in house offering was a natural and trusted place to develop the secure system for the city. Leeds Care Record is held on a secure computer system and includes key health and social care information about a patient.

The information allows care professionals **directly involved in a patient's care** to make more informed decisions, drive efficiency and improve outcomes regardless of where they are based.

The benefits we are seeing for patients include:

- ▶ **better co-ordinated and safer care**
- ▶ **more time to spend on clinical care**
- ▶ **less paperwork**
- ▶ **fewer unnecessary clinical tests**
- ▶ **more accurate prescriptions**
- ▶ **better self-management for patients**
- ▶ **more efficient use of healthcare services**
- ▶ **foresight to reduce ineffective care due to access to patient history**
- ▶ **quality assurance of patient information between providers**

## Significant uptake

All 107 GP Practices in Leeds (approx. 817,000 patients) are currently live with Leeds Care Record. It has also been rolled out across Leeds Teaching Hospital Trust, Leeds York Partnership NHS Foundation Trust and all thirteen health and social care neighbourhood teams.

# City-wide Information Sharing Agreement

To enable the Leeds Care Record to realise its full potential, health and social care commissioners and providers collaborated to develop a standard suite of information governance documentation that all participating organisations signed up to.

Leeds Care Record is currently a read-only system. Information on each clinical system can only be changed at the source by those authorised to do so.

## What kind of information is shared?

- ▶ **Address and telephone number**
- ▶ **Diagnosis list**
- ▶ **Medications**
- ▶ **Allergies**
- ▶ **Test results**
- ▶ **Referrals, clinic letters and discharge information**

## Engaging and Communicating

From the outset, Leeds Care Record has engaged with patients, stakeholders and service users to ensure they are at the heart of the project. Regular meetings are held with a dedicated patient group who have helped provide guidance on a wider reaching patient engagement and to develop the communications material and plan. There are also regular updates to Leeds North Clinical Commissioning Group Patient Assurance Group, the project lead for the city. The team has also met many of the GP practices patient representative groups to inform them of the project.

For specific areas of development, the team have commissioned Leeds Involving People to engage with patients and service users to help inform the project. A number of methods have been used, including; surveys, face to face interviews, focus groups and piggybacking network events. All reports are available to view on [www.LeedsCareRecord.org/news](http://www.LeedsCareRecord.org/news)

As part of fair processing we need to inform individuals about Leeds Care Record. Ensuring appropriate visibility and communication allows patients to make an informed decision if they wish to opt out of the initiative. This has involved a multi-platform communications and extensive engagement all available to view on the website [www.LeedsCareRecord.org](http://www.LeedsCareRecord.org)

## Intelligent Insights

The latest development for Leeds Care Record provides GPs with a single view of their patients that have been admitted to wards across Leeds Teaching Hospital Trust sites called 'virtual ward'. It assists care professionals in understanding what is happening to their patients whilst they are in hospital.

The virtual ward informs GPs which ward and bed their patients are on which avoids ringing around to track a patient down. It allows GPs to provide more proactive care and to plan for discharge whilst being able to see aspects of their patients care. The Virtual Ward feature has now been enhanced with an additional view of patients discharged within the last 28 days which gives GPs added assurance of where their patients are in their care journey.

This offers an exciting and innovative opportunity to enable practices and the integrated health and social care teams to in-reach into the wards to support timely discharge, seven days a week. Being able to plan for discharge more efficiently ensures that patients in

Leeds are able to return home as soon as they are well enough with the full support they need. It also frees up beds for other patients in a much more proactive way.

The virtual ward will display the key pieces of the patient's information, for example:

- ▶ **the consultant and their speciality**
- ▶ **the expected length of stay**
- ▶ **what is required for the patient to be discharged from hospital**
- ▶ **their expected date of discharge**
- ▶ **up-to-date discharge plan status**
- ▶ **their plan for transfer**

## Future Developments – Across patient journeys

The long term goal is for a fully integrated care record which spans all patient journeys. Within the near future it will be piloted with six teams across Adult and Children's Social Care and Leeds Community Healthcare. These pilots will allow a number of social workers to access Leeds Care Record. Further plans to comprise information from these organisations are to be included later this year, with the opinions of service users at the heart.

Initial conversations have taken place with other organisations across these journeys for example; care homes, Yorkshire Ambulance Service and pharmacies. Organisations still use their system of choice; Leeds Care Record simply pulls agreed datasets from those systems into one place to enhance integrated care.

We have a range of tools and case studies that we update regularly on our website. Sign up for updates on the site or connect with us to keep updated.

Follow us  **@InfoShareCoE**

Join the conversation **#InformationSharing**

Connect with us **LinkedIn** 

**[informationsharing.org.uk](http://informationsharing.org.uk)**