

# Connected Care

# Shared Care Record




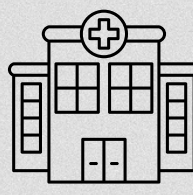


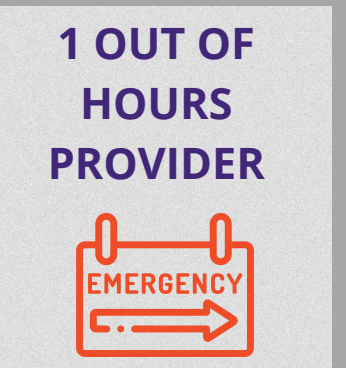
THE CONNECTED CARE PROGRAMME JOINS INFORMATION FROM ACROSS THE SYSTEM INTO ONE, EASILY ACCESSIBLE SHARED CARE RECORD PLATFORM TO IMPROVE AND TRANSFORM PATIENT CARE AND WELLBEING.

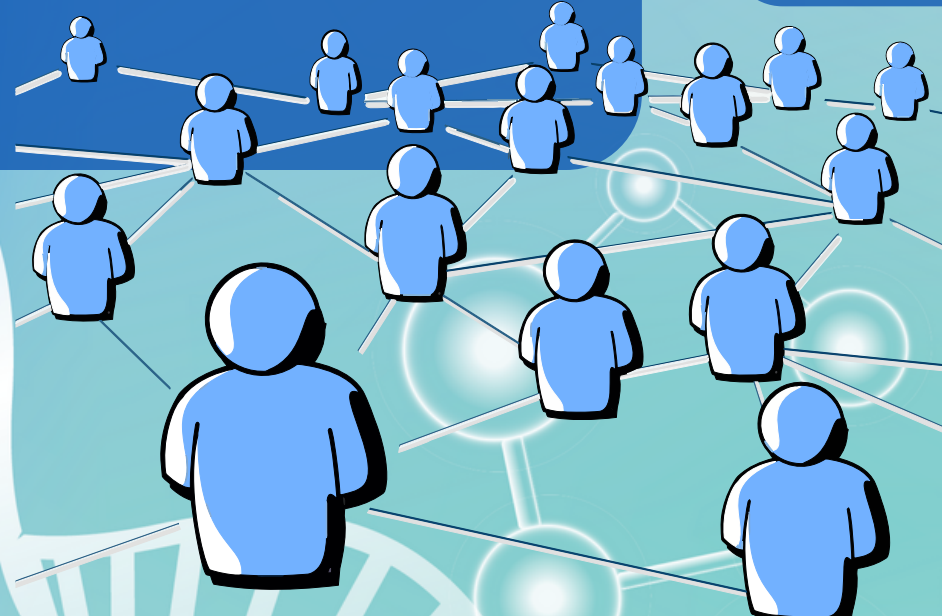
CONTAINS 1.4 MILLION RESIDENT RECORDS ACROSS FRIMLEY & BERKSHIRE WEST  
  
85,000 PATIENT RECORDS ACCESSED EVERY MONTH  
  
6500 PROFESSIONALS A MONTH VIEW THE SHARED CARE RECORD

AVAILABLE TO PROFESSIONALS IN:  
  
ACUTE  
PRIMARY CARE  
MENTAL HEALTH  
COMMUNITY  
LOCAL AUTHORITIES  
AMBULANCE SERVICES  
OUT OF HOURS  
HOSPICES  
NURSING HOMES  
COMMUNITY PHARMACY

INCLUDES TRANSFORMATION CAPABILITY:  
  
REMOTE MONITORING  
INTEGRATED DECISIONS  
FORWARD PLANNING  
LINK TO ICE (PATHOLOGY)  
TIMELINE OF EVENTS  
CONNECTED CARE @ HOME  
FRAILTY STATUS  
PROACTIVE CARE LISTS  
TRANSFER OF CARE  
CASELOAD MANAGEMENT

**Partners Sharing Information:**

-  OVER 120 GP PRACTICES
-  3 HOSPITALS
-  2 COMMUNITY & 2 MENTAL HEALTH TRUSTS
-  6 ADULT & 2 CHILDREN'S SOCIAL CARE PARTNERS
-  1 OUT OF HOURS PROVIDER





## Use Case: Community Pharmacy

Safeguarding / Medication Abuse Concerns

### PRIOR TO CONNECTED CARE

Over the past few years, Sarah a young female in her early 20's had presented in the Pharmacy on a few occasions to buy Laxido, which is a laxative over the counter medication.


Although Sarah had previously had this medication on prescription, she had not been prescribed it in a while. Staff within the pharmacy had concerns around the frequent purchasing of this medication which may be linked to possible medication abuse.

This was flagged to the Pharmacist and the patient was asked to contact their GP for this to be issued.

### WITH CONNECTED CARE ACCESS

When Sarah presented in the Pharmacy more recently, she raised "that there must be an issue with this medication as other pharmacies have said they are out of stock".

The Pharmacist was instinctly concerned that this indicated Sarah was frequently attending numerous pharmacies for this medication.



*The Pharmacist explained "Prior to Connected Care, we would have had no further information on this patient to confirm our concerns. We would have kept a close eye on this situation or contacted the GP Practice to raise a concern, if of course we had this information which we may not have had."*

*The Pharmacist continued "Now we have Connected Care access, it meant I was able to access a very detailed patient record. I could see this patient had a previous medical history for Anorexia Nervosa which was concluded very recently, and some relevant family history. This allowed me to raise my concerns with the GP practice. I was able to outline the seriousness of the situation with reference to specific medical history in order to get the patient the help they needed".*

- ✓ Improved access to health and social care information
- ✓ Better and faster clinical decisions
- ✓ Safety improvements
- ✓ Enhanced workflow
- ✓ Improved communication
- ✓ Improved healthcare outcomes for patients
- ✓ Improved continuity of care

## Use Case: Community Pharmacy

Hospital Discharge

### PRIOR TO CONNECTED CARE

Our Pharmacy accepts Discharge Medication Service referrals (DMS) but sometimes DMS referrals are not sent and it can therefore be difficult to manage patients medication post discharge.



Burt is 75 and lives alone. He has been admitted and discharged from hospital a number of times over the past year and has a number of health conditions for which he has regular medications. He was most recently readmitted to hospital 3 weeks ago and subsequently discharged 2 weeks later.

Burt presented in the Pharmacy today to collect his dosset box medication and made us aware of his most recent admission which we were unaware of. Before Connected Care we would have had to ring the hospital or GP practice to gather as much information as possible which could have meant numerous calls and wasted time.

### WITH CONNECTED CARE ACCESS

Having Connected Care access provided information I would not have had previously. I was able to check admission information including dates and GP Medication history. This additional insight meant I could liaise easily with the GP Practice regarding the admission and current medications.

We were able to make the relevant adjustments to Burt's medication records and provide him with his dosset box.

## Improving Quality, Outcomes & Efficiency

- Less calls and queries
- Medication Optimisation
- Know when your patient is in hospital
- Allergies & ADRs
- Time savings
- Immunisation Record
- Reduced Waste
- Conditions
- Clinical Decision Making
- Safety & Governance



## SET UP IN JUST A FEW SIMPLE SETS



### 1-Information Governance

We need to have sharing agreements in place to enable access, which we can share electronically for signature

### 2 - Technical

Our platforms are secure so we need to ensure you can access this. The Connected Care team will support with making this possible.

### 3 - Accounts

The Connected Care team will set up accounts for your pharmacy colleagues and email these details

### 4 - Onboarding

Connected Care is intuitive to use so requires no training. We will provide quick reference guides and hold a virtual navigation session

### 5 - Ready to Go

Start to use Connected Care to get the benefits for your team and patients



## KEEN TO KNOW MORE?

Contact the Connected Care Team:  
[frimleyicb.connectedcare@nhs.net](mailto:frimleyicb.connectedcare@nhs.net)