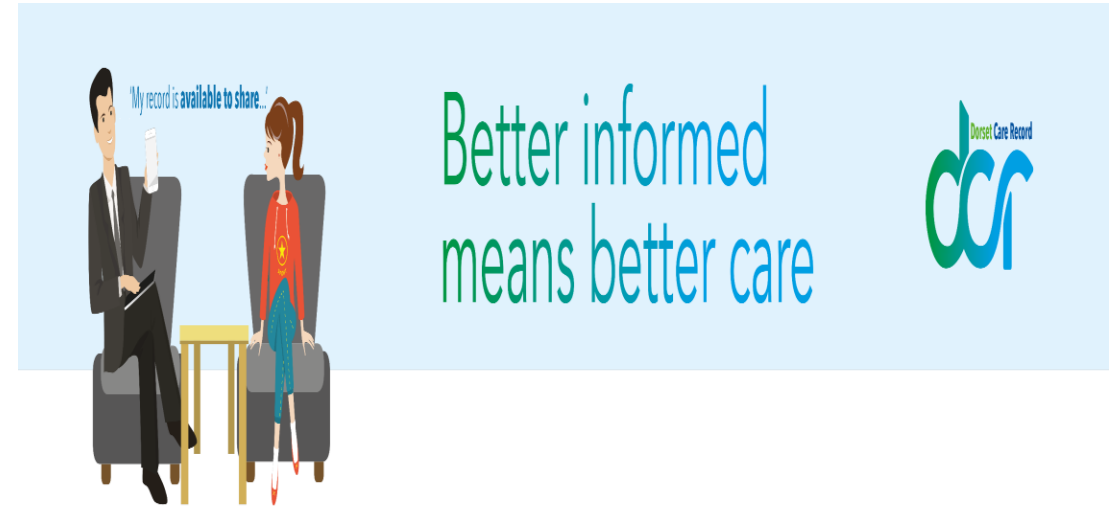
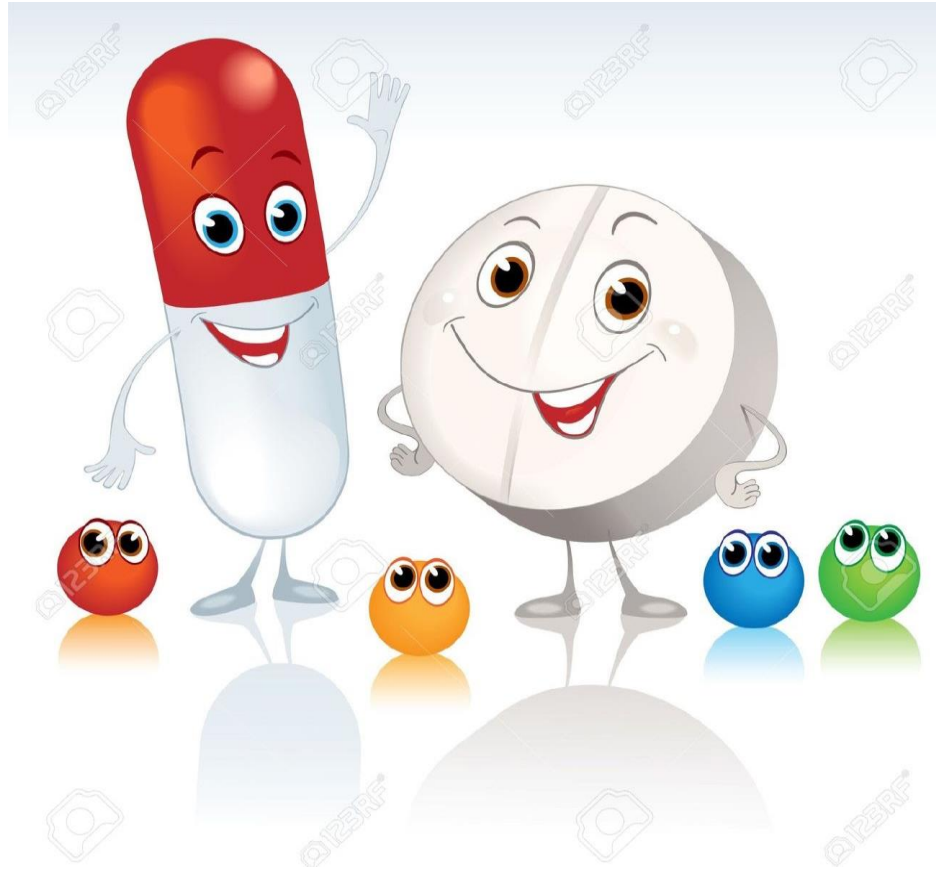


# COMMUNITY PHARMACIES AND THE DCR





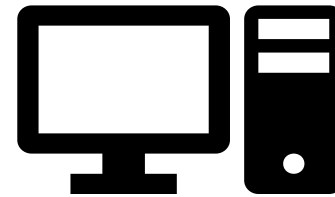
# Better informed means better care



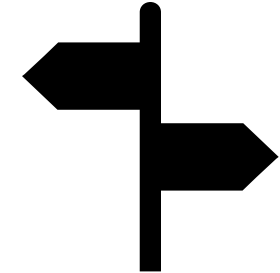
Introduction



Information  
sharing



System Tour



More  
Information

1

# An Introduction to the Dorset Care Record

Information about DCR including partners, benefits, case studies and future scope

# What is the Dorset Care Record?

The Dorset Care Record (DCR), launched in March 2018, is an electronic repository providing a consolidated view of information from health and social care systems across Dorset.

Through collaboration of the partner organisations, DCR is enabling better sharing of information for health and care professionals, to enable details of a person's medical or care needs, to be summarised in the same place and improve the care of people in Dorset.

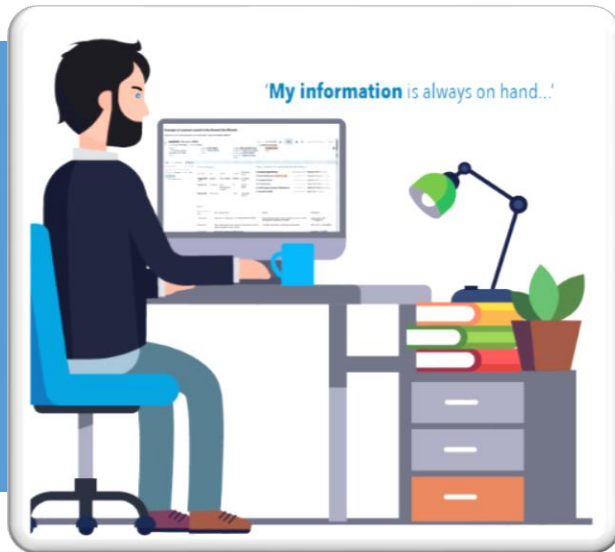
DCR currently brings together information from Dorset hospitals and GPs. Work is underway to bring in further information from hospitals, community health teams and social care information from Dorset councils.



# The Dorset Care Record

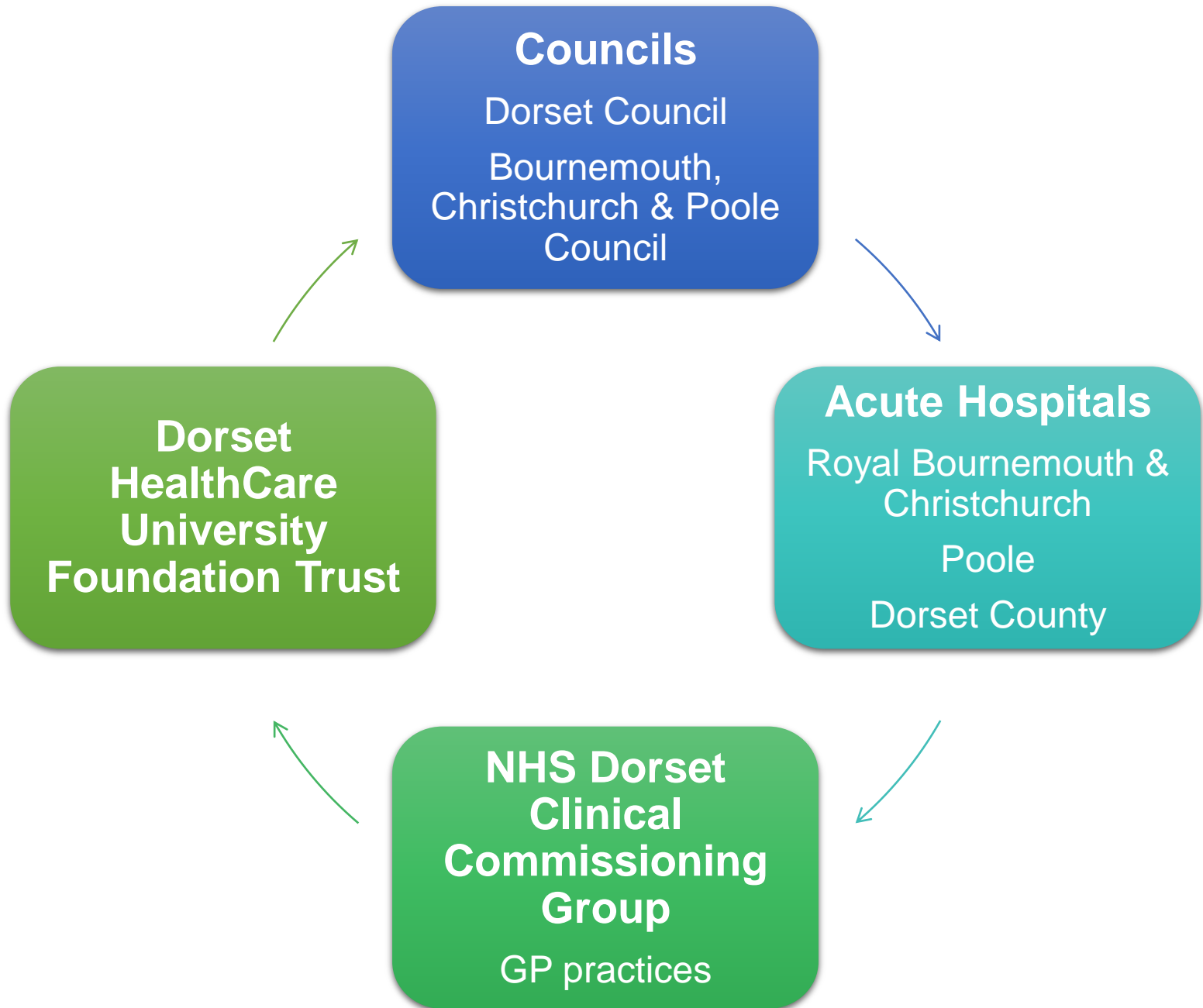
Dorset Care Record provides a joined up view of information from partner systems for the first time in Dorset.

Sharing appropriate information electronically to a single place offers direct access for authorised health and social care professionals, to provide as full a picture as possible of a person's history, needs, support and service contacts.



In the longer term, the aim is to offer the residents of Dorset access to their own record, through a citizen portal.

# DCR Partner Organisations





# Information currently available (and coming soon) across the Dorset Care Record (DCR)

This table shows what's in and what's to come as of May 2020

	Dorset County Hospital	Bournemouth & Christchurch Hospitals	Poole Hospital	Dorset HealthCare (Community & Mental Health)	BCP & Dorset Council (Social care)	CCG (GP records)
Demographics <small>(inc Circle of Care Relationships)</small>	✓	✓	✓	TBA Spring 2020	✓	✓ Full GP records from all surgeons
Encounters	✓	✓	✓	TBA Spring 2020	N/A	
Alerts	✓	N/A	N/A	TBA Spring 2020	TBA Spring 2020	
Radiology	✓	✓	✓	N/A	N/A	
Pathology	✓	TBA Summer 2020	TBA-Summer 2020	N/A	N/A	
Referrals	✓	N/A	N/A	TBA Spring 2020	TBA Spring 2020	
Allergies	✓	TBA Summer 2020	TBA Summer 2020	N/A	N/A	
Discharge Meds <small>(inpatient only)</small>	✓	TBA-Summer 2020	TBA-Summer 2020	N/A	N/A	
Care Plans	N/A	N/A	N/A	TBA Summer 2020	TBA Spring 2020	
Single Sign-On	✓	✓	✓	N/A	✓	
Letters <small>(inpatient, outpatient &amp; clinic)</small>	✓	TBA Summer 2020	TBA Summer 2020	N/A	N/A	

To note – Demographics at DC and BCP is currently for adults only. The DCR gives you a read-only view of a person's health and social care records. It will not pick up every piece of information, even when the project is complete. Therefore, health and social care staff must remain responsible for sense checking information, as with any other system.



[www.dorsetforyou.gov.uk/dorset-care-record](http://www.dorsetforyou.gov.uk/dorset-care-record)  
[dorsetcarerecord@dorsetcouncil.gov.uk](mailto:dorsetcarerecord@dorsetcouncil.gov.uk)  
 Helpline: 0345 200 0026



Where are we now?



# Better informed means better care



## Future phases of the DCR 2020

### Additional Hospital Information

- Allergies
- Discharge Medications
- Correspondence
- Single Sign on

### Councils & Dorset Healthcare

- Social care information
- Mental health services
- Community health services

### The Citizen Pathways

- Maternity, Community Pharmacies, Private Hospitals, Yeovil Hospital – Covid 19





# Benefits of DCR



“The DCR is a fantastic way of saving time and being able to see at a glance who is involved with our children and their parents and carers.”

**Karen Elliott, Designated  
Safeguarding Manager,  
Dorset Council**

“Using the Dorset Care Record is wonderfully simple and is a great achievement. It compares favourably to other GP and primary care systems”

**Dr Andrew Polkinghorn,  
Senior Dorset GP, Verwood**

“Shared records have the great potential to reduce harm and improve care.”

**Dr Rob Willington,  
Consultant, Bournemouth  
Hospital**

“The Dorset Care Record has a user friendly interface & I can access it anywhere and get the latest information from primary care on my patients.”

**Dr Matt Thomas, Consultant Geriatrician, Poole Hospital**

“I have used it to find an official diagnosis and medical history for a lady regarding falls. This saved me time making several phone calls to gather information.”

**Claire Collett, Occupational  
Therapist, Dorset Council**





## **DCR Case study: 'Showered with Help'**

### **A Bournemouth, Christchurch and Poole Council spokesperson told us:**

An 84 year old gentleman was becoming dizzy in the shower and having trouble standing up.

He requested a seat, but did not meet the eligibility criteria through the line of questioning.

The DCR showed that he was on some medication which meant he was in fact eligible, and was provided with the equipment he needed.



## DCR Case study: 'Safeguarding vulnerable patients'

Understanding the medications that members of the public are taking and also potentially safeguarding vulnerable patients have been two areas where the Dorset Care Record has helped respiratory nurse consultant Natalie Harper.

Although based at Dorset County Hospital, much of Natalie's work is traditionally carried out at outpatients clinics at Weymouth, Bridport and Blandford. She finds that well over 50 per cent of people are not aware of medications they've been prescribed.

Natalie said the DCR had recently flagged up a safeguarding issue: "I had a new referral from a GP practice – a young person who had recently moved into the area. Nothing was highlighted on the referral but the GP summary information on the DCR flagged up a possible issue of domestic abuse.

"This rang alarm bells and I then had a phone call from a member of the public who said please use this number when ringing for the consultation. I then contacted the referred person's former GP surgery which highlighted potential issues."

Steps have been taken to ensure that the person can now talk in a safe environment, and they have been very grateful.



# Other Shared Care Records

The UK Government has committed to a wide scale roll out of shared care records across the country. Here are some of the other organisations providing shared care records:



[Care and Health Information Exchange](#)

Hampshire Health Record



[Connecting Care](#)

Bristol, North Somerset and  
South Gloucestershire



[Northern Ireland Electronic Care Record](#)



[Leeds Care Record](#)



[Care Integrated Digital Record](#)

Camden, Islington boroughs



[Kent and Medway](#)

# What is Wessex Care Records?

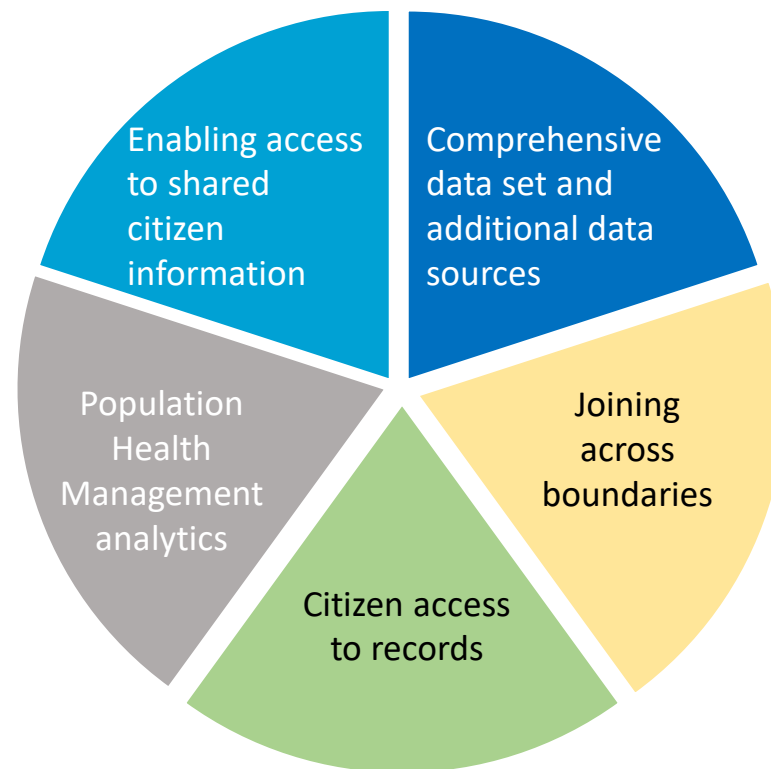
## The background

- NHS England and Local Government Association initiative in 2018 to join up health and social care records from grass roots up.
- Known as the Local Health and Care Record (LHCR).
- WCR is an LHCRE (E = Exemplar) and one of the first five to be awarded funding.
- LHCR programme is part of NHSX mandate (joining up data across population and place).
- **WCR builds upon the two existing care record programmes (DCR and CHIE) to improve access across geographical borders.**
- Another is the development of a population health analytics platform (Intelligent Working Programme and Population Health Management).
- Focus is on improving access to information for everyone – clinicians, health and care professionals and people.





# WCR has five priorities



# The Wessex work package

Work package agreed between the three Wessex teams (WCR, DCR and CHIE) in February 2020

- The proposal consists of three parts;
  1. **Local Record Locator (LRL)** - A live look up between DCR and CHIE – placing a “flag” in the local patient record.
  2. **Single Sign On** between DCR and CHIE - Using SAML to establish an in-context, RBAC appropriate link to the neighbouring portal and patient record.
  3. **Aggregated Data views** - Aggregated views of data to be exposed in the local patient record. Enhanced use of SSO when needed to link to the relevant part of the neighbouring record as needed.

There is a fourth item in the proposal relating to **One Medication Record** ,this will be managed as a separate work package.



# One Medication

- A single medication record across Wessex within the shared care records (CHIE and Dorset Care Record) using the Orion health platform.
- Building on the existing interfaces being developed within the DCR and CHIE
- The record will act as a central repository to allow a bi-directional interface using FHIR messaging
- The platform ingests, stores and aggregates data from multiple external provider source systems in near real-time and surfaces the consolidated record to support point of care delivery.



# Security and Confidentiality



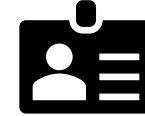
All access to information is via a highly secure access portal limited to approved NHS and Local Authority health and social care professionals.



By law, everyone working in, on behalf of, the NHS and social care must follow strict information governance rules designed to respect patient privacy and keep information safe.



The DCR Partnership has signed up to the Dorset Information Sharing Charter (DiSC) which governs how we share personal data with each other, in line with legislation.



The DCR will keep a record of everyone who has accessed a record, the time and date when they have accessed it and the information they were viewing.

**The laws on data protection are clear and we take them very seriously.**

# Security of Records

DCR has a range of safeguards in place to protect information, including:

Password, account  
and privacy policies



Access Control, authentication  
and management of users



Password  
encryption



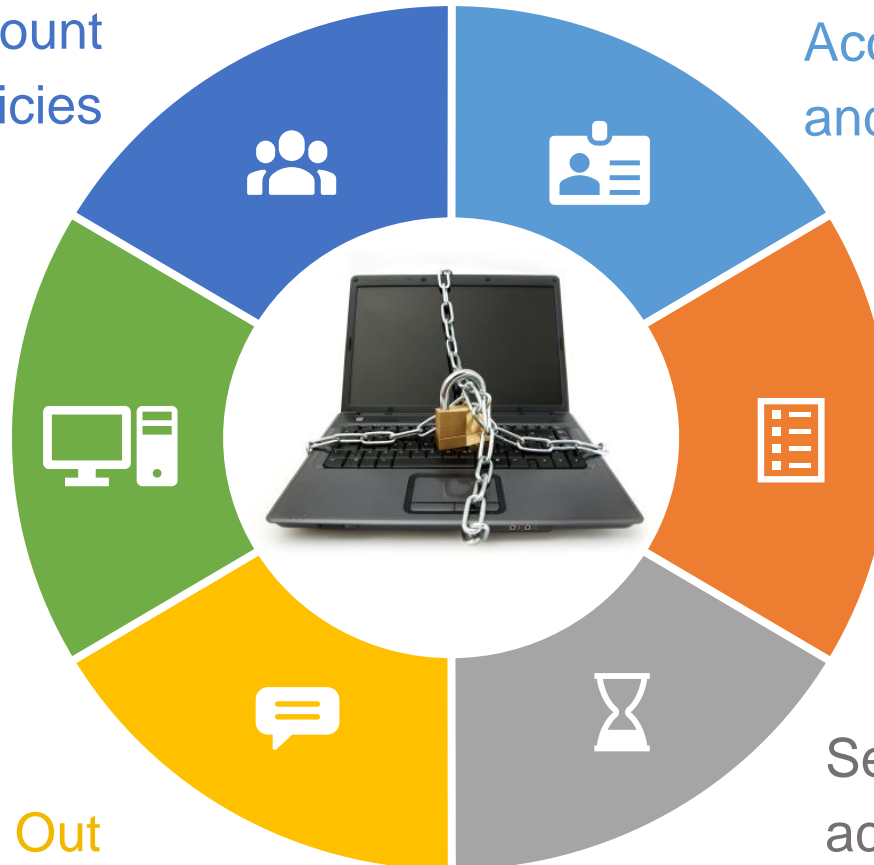
Audit logs



Privacy and  
option to Opt Out



Session management and  
activity timeout



# Sharing Personal Information



Everyone working in, or on behalf of, the NHS and social care must follow strict information governance rules designed to respect citizen privacy and keep all information safe.



As DCR partners are members of the Dorset Information Sharing Charter (DiSC) agreements are already in place to share data in accordance with the Data Protection Act 2018 and General Data Protection Regulations (GDPR).



All Dorset citizens will have a Dorset Care Record available to health and social care professionals who are providing direct care. A citizen has the right to opt out of the DCR if they wish (covered later in this module).



# Dorset Information Sharing Charter



The Dorset Information Sharing Charter (DiSC) provides Dorset partner agencies with a robust foundation for the lawful, secure and confidential sharing of personal information between themselves and other public, private or voluntary sector organisations that they work, or wish to work in partnership with.

Signing up to the DiSC is the first step for a community pharmacy in arranging access to the DCR.

Information about DiSC can be found at: <https://www.dorsetforyou.gov.uk/disc>

# 3

## **Dorset Care Record System tour**

Examples of some of the information found in DCR.

Training materials are available explaining how to use the system

# Person Search

«

▼ RECORDS

Person Search

Recently Accessed

Provider Homepage

► WORKLISTS

► LINKS

## Person Search

This identifier search performs an EXACT match only.

NHS Number

Other Identifier

Name

Born

Gender

Include Deceased

Search

Reset

EITHER Enter the NHS Number or other identifier to find a specific person, OR - enter a Name and Born date to find a close match.

# Person Summary Screen

DCRTEST, Pfour (Mr)

BORN 01-Jan-1980 (37y) GENDER Male

ADDRESS (3) 71 ROMAN ROAD, WEYMOUTH, DORSET, ... HOME -

GP PRACTICE ROYAL CRESCENT SURGERY

KNOWN ALERTS

NHS Number - X

DCHFT PCS D678919

Home

Care Professional (Orion)

GP Record

Summary

Documents

Showing All

Group By Category Sort By Date

Summary

Additional Details

There are no items to display

Current Activity Snapshot

Start Date	Type	Facility	Location	Practitioner (Team)
Tue, 07-Nov-2017, 10:00	Emergency Department	Dorset County Hospital	EMERGENCY DEPARTMENT	-

History Snapshot (12 months) & Planned Activity

2 Scheduled Appointments

POTENTIAL CLASH

Next Appointment : 29-Jan-2018 09:15 (MR AFZAL UROLOGY CLINIC)

1 Planned Admissions

Next Admission : 01-Jan-2018 16:23 (ABBOTSBURY SHORT STAY UNIT)

0 Past Appointments

Last Appointment : -

1 Past Admissions

Last Discharged : 07-Sep-2017 12:05 (PURBECK WARD)

2 Past Emergency/Unplanned Attendences

Last Attendance : 26-Oct-2017 10:01 (EMERGENCY DEPARTMENT)

1 Cancelled and DNA

Last Cancel/DNA : 10-Oct-2017 09:00 (MR BARLOW FOLLOW UP CLINIC)

Active Alerts

Recorded On/Onset Date	Alert (Classification)	Details	Recorded In
	GP Record may contain additional alerts		
Mon, 01-Feb-2016	Learning Disability (Communication)		PCS by DCHFT on 07-Nov-2017

# DISCHARGE MEDICATIONS

Medications Viewer 

Q Medication

Q Source Facility

Q Source System

1 Year ▼

Reset

Group by

Medication

Date

Ingredient

Encounter

Hide Current Status

36 Results

⚠ Read discharge summary for further details about medicines.

✕

Medication	Instructions	Route	Start Date	Stop Date	Supply Qty.	Days Supply	GP To Continue	Prescribed Date	Source Facility	Source System
▶ Paracetamol 500mg tablets	8	CURRENT	LATEST	1000 mg FOUR times a day for 6 day(s)   Dispense   17 Mar 2020						
▶ Amoxicillin 500mg capsules	7	CURRENT	LATEST	500 mg THREE times a day for 7 day(s)   Dispense   27 Feb 2020						
▶ Oral Dispenser 5mL	7	CURRENT	LATEST	1 Off FOUR times a day PRN for measuring liquid meds   Dispense   27 Feb 2020						
▶ Prednisolone 5mg tablets	7	CURRENT	LATEST	10 mg ONCE a day in the MORNING   Dispense   27 Feb 2020						
▶ Ramipril 10mg capsules	7	CURRENT	LATEST	10 mg ONCE a day in the MORNING   Dispense   27 Feb 2020						

# Alerts - Active

## Active Alerts ☐

Recorded On/Onset Date	Alert (Classification)	Details	Recorded In
	GP Record may contain additional alerts		
Tue, 03-Apr-2018	Partially sighted/registered blind (Communication)		PCS by DCHFT on 03-Apr-2018
Tue, 03-Apr-2018	MRSA (Infection Control)		PCS by DCHFT on 03-Apr-2018



Currently only  
DCH

## Alerts

Recorded/Onset Date	Resolution Date	Alert	Classification	Details	Certainty	Status	Recorded In
Tue, 03-Apr-2018		Partially sighted/registered blind	Communication			ACTIVE	PCS by DCHFT on 03-Apr-2018
Tue, 03-Apr-2018		MRSA	Infection Control			ACTIVE	PCS by DCHFT on 03-Apr-2018
Tue, 27-Mar-2018	Mon, 02-Apr-2018	MRSA	Infection Control			INACTIVE	PCS by DCHFT on 03-Apr-2018

Results 1-3

## GP Risks and Warnings

We are unable to retrieve this record as the person has no NHS number or the NHS number is not traced and verified.



# Allergies

You can find allergy and adverse reaction information within the Risks/Warnings area of the GP record currently shown within DCR. In addition, we are now starting to bring in allergy and intolerance information from the Dorset acute and community hospital systems.

## Allergies / Intolerances

Onset	Allergy / Intolerance	Reaction	Recorded In
	<a href="#">GP Record may contain additional allergies</a>		
	diclofenac	Unknown / Unsure	JAC by DCHFT on 03-Oct-2019
	isosorbide dinitrate	Headache	JAC by DCHFT on 03-Oct-2019
	clopidogrel	Anaphylaxis	JAC by DCHFT on 03-Oct-2019
	codeine	Vomiting	JAC by DCHFT on 03-Oct-2019
	morphine	Vomiting	JAC by DCHFT on 03-Oct-2019

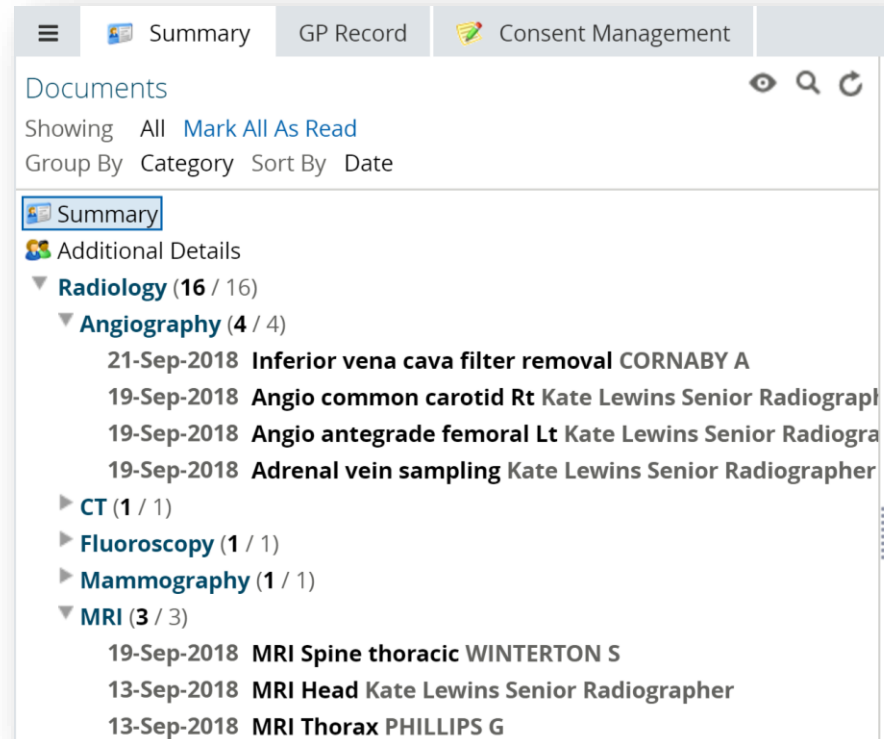
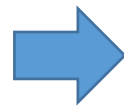
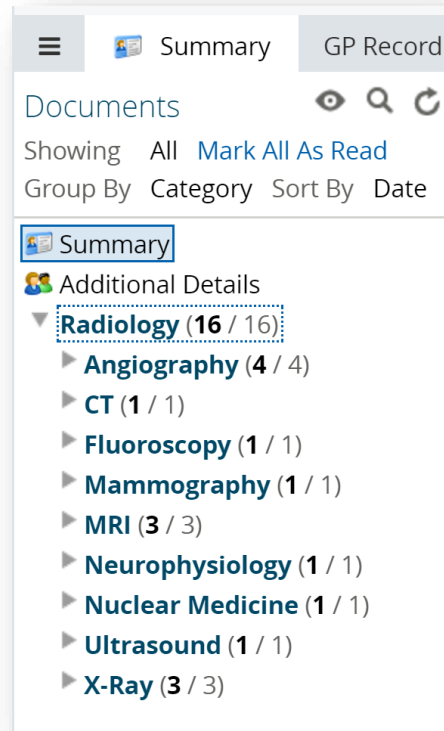
[« Previous](#) | [Next »](#)

# GP Record - Summary

☰	GP Record	Summary
GP Summary	<b>Current Problems</b>	
Diagnosis	11-Oct-2017	Chronic anterior uveitis
Events	20-Jun-2017	Urine protein test = trace
Examinations	20-Jun-2017	Malaria
Investigations	12-Jun-2017	Mixed asthma
Medications	05-Jun-2017	Mild mental retardation, IQ in range 50-70
Problems	22-May-2017	Serum cholesterol
Procedures	27-Mar-2017	H/O: aspirin allergy
Risks/Warning	07-Mar-2017	Diabetes mellitus
	07-Feb-2017	H/O: anaemia - iron deficient
	06-Feb-2017	Influenza vaccination
	02-Feb-2017	Type 2 diabetes mellitus
	02-Feb-2017	Admit neurosurgical emergency
	<b>Current Medication</b>	
	<b>Acute Medication</b>	
	Co-danthramer 25mg/200mg capsules   Co-codamol 15mg/500mg tablets   Co-codamol 8mg/500mg effervescent tablets   Priadel 200mg modified-release tablets   Omeprazole 10mg dispersible gastro-resistant tablets   Furosemide 20mg tablets	
	<b>Repeat Medication</b>	
	Aspirin 300mg dispersible tablets   Priadel 200mg modified-release tablets (Sanofi)   Digoxin 125microgram tablets   Venlafaxine 150mg modified-release tablets	
	<b>Allergies and Adverse Reactions</b>	
	20-Jun-2017	[X] Adverse reaction to paracetamol
	27-Mar-2017	H/O: aspirin allergy

# Radiology Reports

Radiology and Pathology content has been added to DCR, fed from the three Dorset acute hospitals, Dorset County Hospital, Poole Hospital and Royal Bournemouth & Christchurch Hospital\*



# Pathology Reports

Pathology sits adjacent to Radiology under the Clinical Document Viewer on the on the left side of the Person Summary.

Showing All [Mark All As Read](#)

Group By Category Sort By Date

Summary

Additional Details

▼ **Pathology (7 / 12)**

▼ **Chemistry (1 / 1)**

03-Oct-2018 Free T4

▶ **Histology (2 / 2)**

▶ **Microbiology (4 / 7)**

▶ **Virology (2)**

▶ Radiology (1)

You can sort, group and filter the list of Pathology and Radiology reports

Group By Service Sort By Date

Summary

Additional Details

- ▶ **Lab - Anatomic Pathology (1 / 1)**
- ▶ **Lab - Cross Infection (1 / 2)**
- ▶ Lab - Faeces <5y M,C (1)
- ▶ **Lab - Faeces Micro and Cult (1 / 1)**
- ▶ **Lab - Free T4 (1 / 1)**
- ▶ **Lab - Pus/Fluid M,C (1 / 1)**
- ▶ **Lab - Semen/Spermatocele/ blood in semen (1 / 1)**
- ▶ Lab - Urine cell count (2)
- ▶ **Lab - Urine culture following UF (1 / 2)**
- ▶ Rad - CT Head (1)

Example of grouped by Service

# Referrals

Referrals fed from the Dorset acute hospitals (currently only DCH) can be found on the lower section of Person Summary page.

## Active Alerts

Recorded On/Onset Date	Alert (Classification)	Details	Recorded In
	<a href="#">GP Record may contain additional alerts</a>		

## Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Urgency	Referral Status
		<a href="#">GP Record may contain additional referrals</a>			
18-Jul-2018	Nursing Episode	Dorset CHILDREN YOUNG PEOPLE FAMILIES SERVICE (Dr Jean Poole)	Community Health Services - other (Dr Val Ley)	ASAP	Accepted
17-Jul-2018	Palliative Medicine	Dorset CHILDREN YOUNG PEOPLE FAMILIES SERVICE (Dr Jean Poole)	Community Health Services - other (Dr Val Ley)	Routine	Accepted
16-Jul-2018	Palliative Medicine	Dorset CHILDREN YOUNG PEOPLE FAMILIES SERVICE (Dr Jean Poole)	GP (Dr Gee Pee)	Routine	Accepted
15-Jul-2018	Palliative Medicine	Dorset CHILDREN YOUNG PEOPLE FAMILIES SERVICE (Dr Jean Poole)	self (Sarah Jordan)	Routine	Accepted
14-Jul-2018	Nursing Episode	Dorset CHILDREN YOUNG PEOPLE FAMILIES SERVICE (Dr Jean Poole)	Community Health Services - other (Dr Val Ley)	Routine	Accepted

« Previous | [Next »](#)

# 4

## Additional Information

How to get access to DCR and contact information and links





# Better informed means better care



## Summary Care Record

- The Summary Care Record is used nationally and only a snapshot of your GP record goes through to the Dorset Care Record.
- If people have opted out of the SCR they will still need to opt out of the DCR.

## Dorset Care Record

- The Dorset Care Record provides a more detailed view of your health and care treatment from your local NHS and social care organisations.
- This includes 3 acute hospitals (RBCH, Poole and DCH), community and mental health (DHC), GP practices (CCG), two local authorities (BCP and DC). We are also providing feeds to Yeovil District Hospital

# Contacts and Information Links

To contact the Privacy Officer or find further information, please use the details below:

## Privacy Officer

- Privacy Officer, Dorset Care Record Partnership, County Hall, Colliton Park, Dorchester, Dorset. DT1 1XJ
- [DCRPrivacyOfficer@dorsetcouncil.gov.uk](mailto:DCRPrivacyOfficer@dorsetcouncil.gov.uk)
- ☎ 0345 200 0026

## General DCR queries

- For general DCR queries please use the email address: [dorsetcarerecord@dorsetcouncil.gov.uk](mailto:dorsetcarerecord@dorsetcouncil.gov.uk)

## DCR Website

- For further information about the Dorset Care Record please visit the website: [www.dorsetcouncil.gov.uk/dorset-care-record](http://www.dorsetcouncil.gov.uk/dorset-care-record)

## DCR Staff Area

- General Information for staff, including news and updates to the system will be publicised on the [DCR Staff Area](#)



# DCR Leaflets

DCR leaflets are available to support the Information Sharing discussion:



## Household leaflet

sent to everyone in Dorset in January 2019



## Generic leaflet

with opt out form



Easy Read and Large Print versions available now, audio available soon on the DCR website homepage

Questions?