



# Better informed means better care

Dorset Care Record brings all your health details together so medical and social care staff **can give you the best possible care**

## Dorset Care Record Pharmacy Webinar – 25 May, 2023



For more information please visit:

[www.dorsetforyou.gov.uk/dorset-care-record](http://www.dorsetforyou.gov.uk/dorset-care-record)

# Dorset Care Record (DCR)

- What the Dorset Care Record is
- The information we hold
- The benefits of using the DCR
- How to access the DCR
- How we keep the data secure
- What's coming up



# What is the Dorset Care Record?

The Dorset Care Record (DCR), launched in March 2018, is a system that provides a consolidated view of information from health and social care systems across Dorset.

Over 6,000 health and care professionals across Dorset have access to DCR currently providing details of a person's medical or care needs in one place.

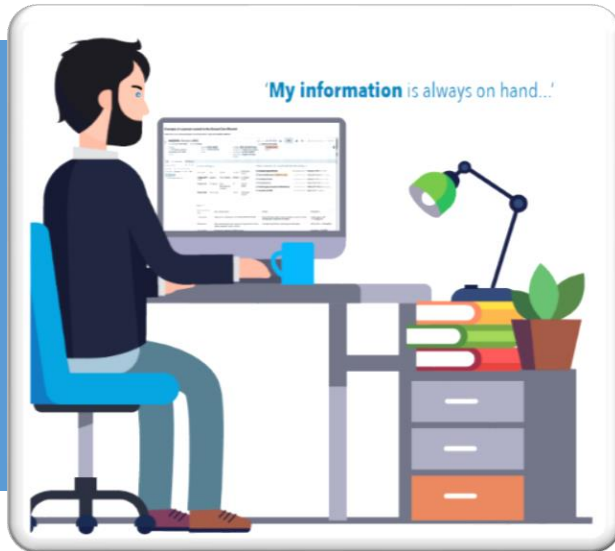
We record almost 100k views of the data per month.



# The Dorset Care Record

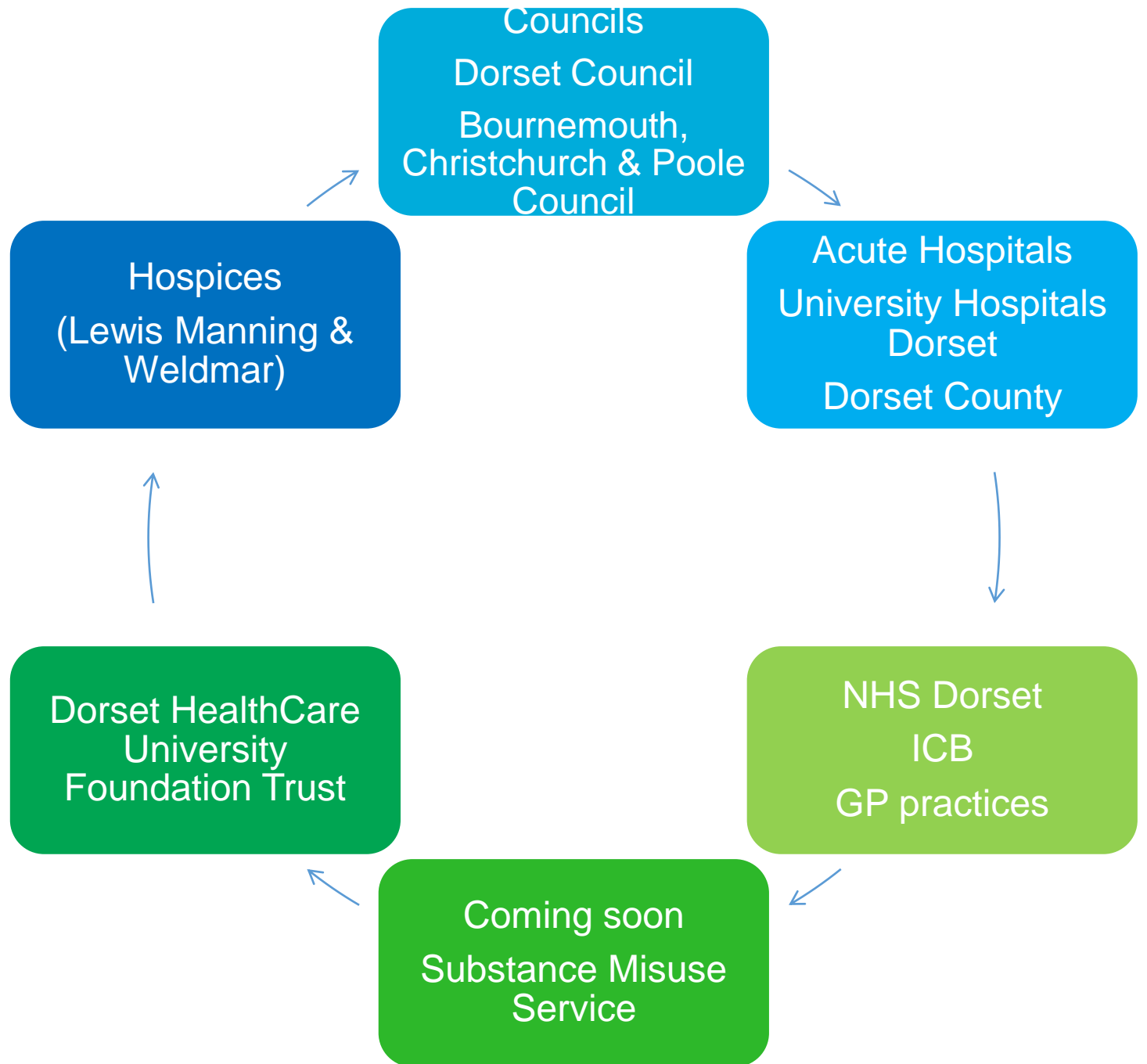
DCR currently brings together information from Dorset hospitals and GPs, community health teams, social care information and some hospices.

We continue to grow as each partner provides further information

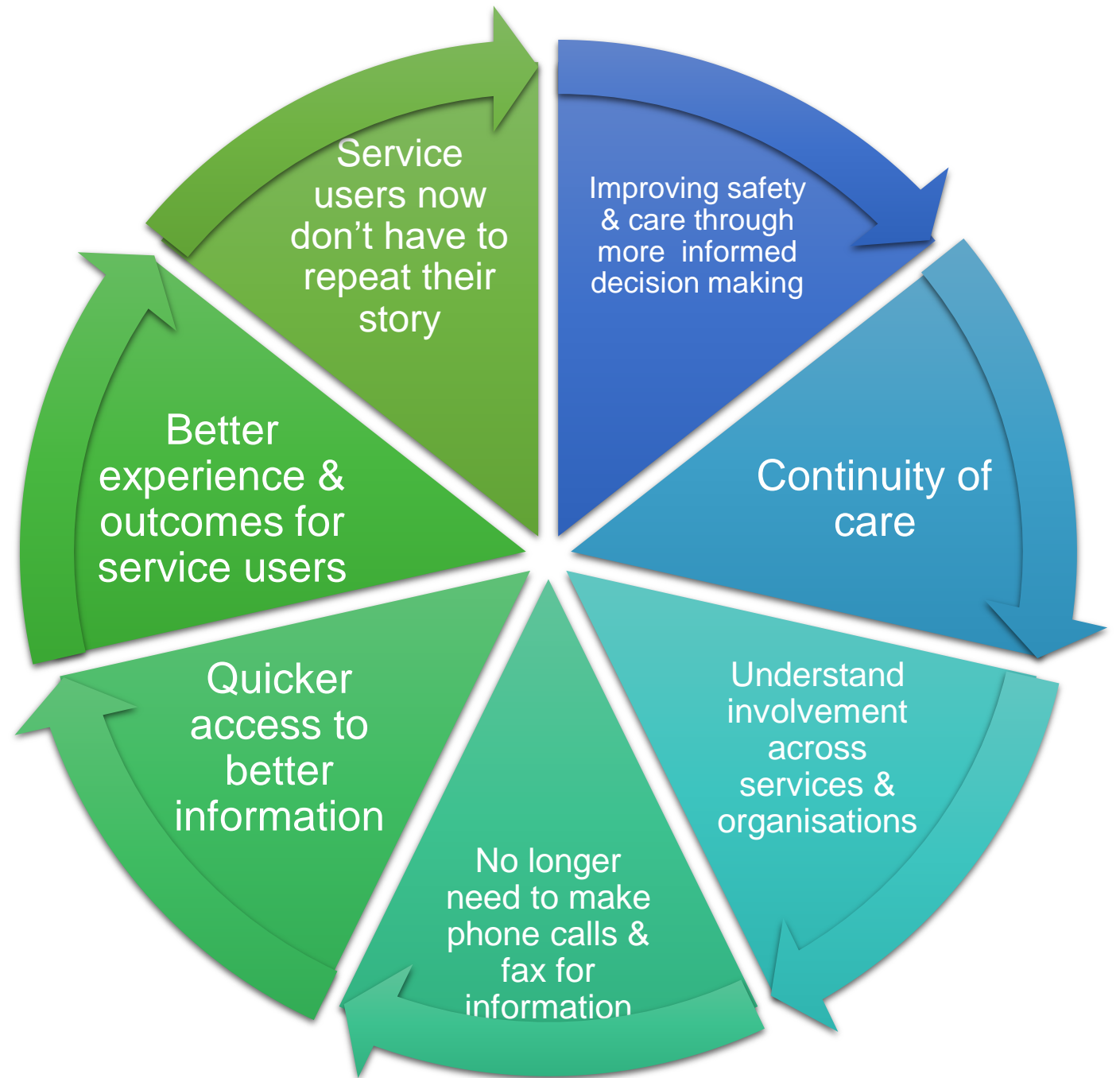


In the longer term, the aim is to offer the residents of Dorset access to their own record, through a patient portal.  
(myDCR)

# DCR Partner Organisations



# Benefits of DCR







## What community pharmacy access to shared records could mean for patient care'

### Robin Mitchell blog for Pharmaceutical Journal – August 2020

“Although the pandemic dampened demand for clinical information, it is picking up now and my early impression of the DCR is very positive.

“For patients who have been discharged from hospital, or those needing regular hospital interventions, there is a good deal of information that provides a chronological overview of events and the ability to drill down on detailed results. Medication history and related comments are easy to find and follow too.”

“For most patients, only a small amount of the information available will be directly relevant in community pharmacy. But seeing the big picture, and where appropriate, taking a few minutes to absorb an overview, can improve even a simple intervention, making it more personal, joined up and safer.”





## DCR Case study: 'Hospital pharmacies drive up DCR use'

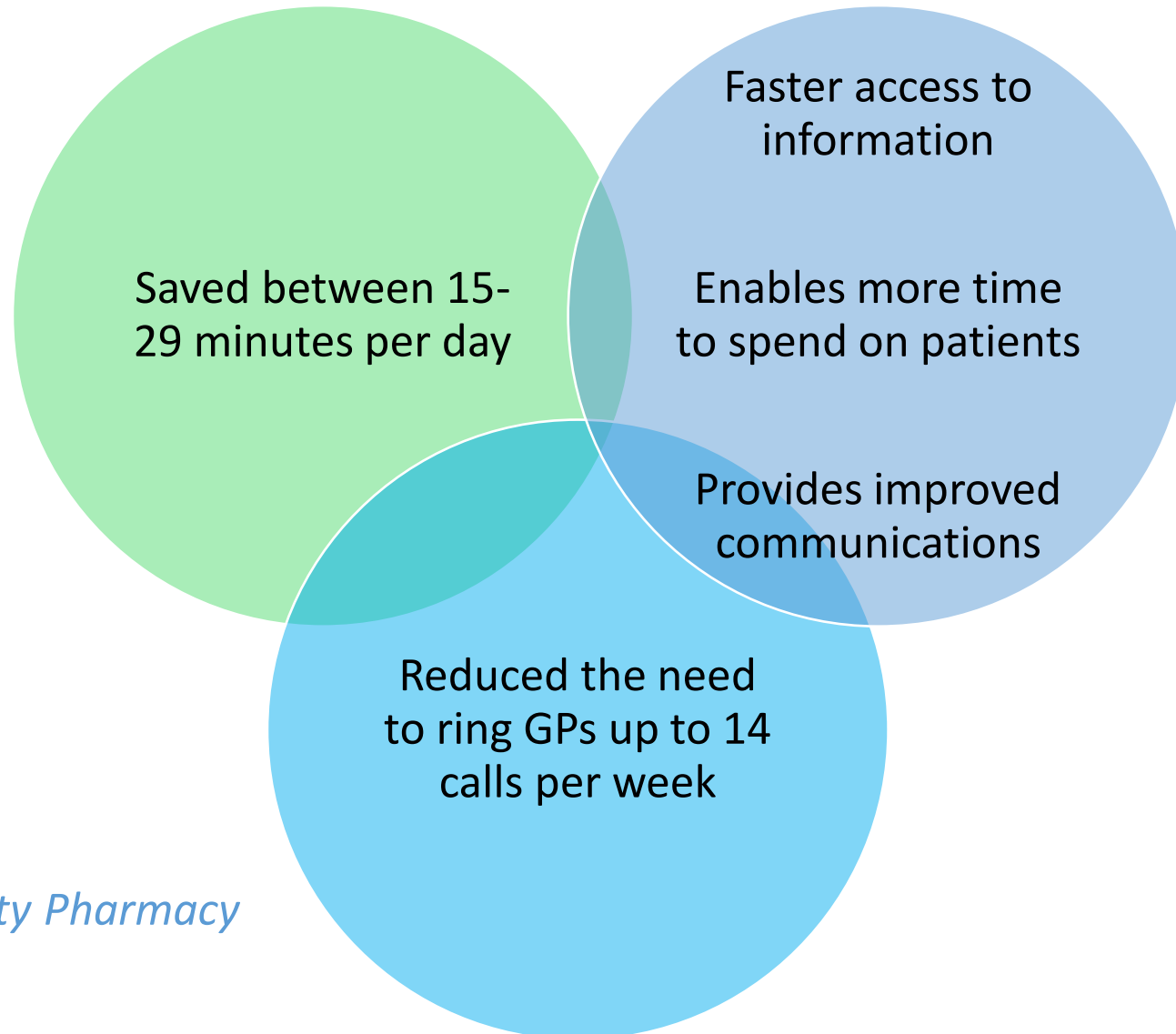
### Jiawei Ong, Dorset County Hospital pharmacist writing about the usefulness of the DCR

“It depends what is uploaded on the Summary Care Record but generally you get more information in the Dorset Care Record.

“I like the medical history available on the DCR which allows me to check why the patient started on a particular medication. The DCR also contains any past medical conditions which may not be covered in the medical notes.”

“We can check medication issues (how often patients collect their medications from GPs and get an idea about medicine adherence before getting to speak to patients, which helps us to structure our consultation with them.”

# Annual Survey Responses – March 2023



*Responses from Community Pharmacy*

# Public Engagement with Dorset LPC

Examples of how we keep pharmacists informed about DCR include:



## Public website

Providing regular news items – recently GP Connect launch



## Social Media Feeds

Mentioning pharmacies joining DCR on Twitter and LinkedIn.



## Stakeholder Update

Provide twice yearly stakeholder updates including Dorset LPC



## DCR helpline

Dedicated telephone line for enquiries



## FAQs

IT case study added by PSNC for pharmacists and contractors



## Public Engagement

Webinars last summer and now March 2021 – Programme Board engagement



## DCR PMO Support

DCR System Admin help in logging on to DCR – password etc.



Newspaper coverage of pharmacies coming on stream in DCR and PJ blog.



# Steps to accessing DCR

- Named senior information risk owner
- ICO registration number
- Signing up to the DISC (Dorset Information Sharing Charter)
- On-line training - short
- Whitelisting devices

# 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



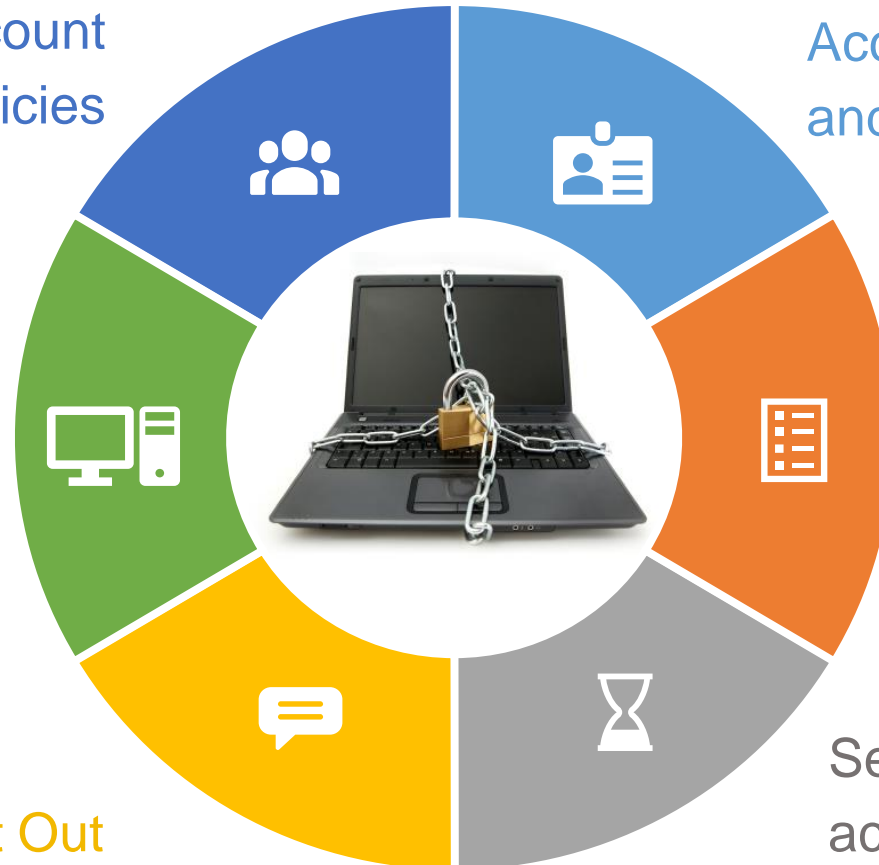
Audit logs



Privacy and  
option to Opt Out



Session management and  
activity timeout



Digital  
training  
Update – 20  
mins max!



## Dorset Care Record Information Sharing

This mandatory module covers staff responsibility  
in the following three specific areas:



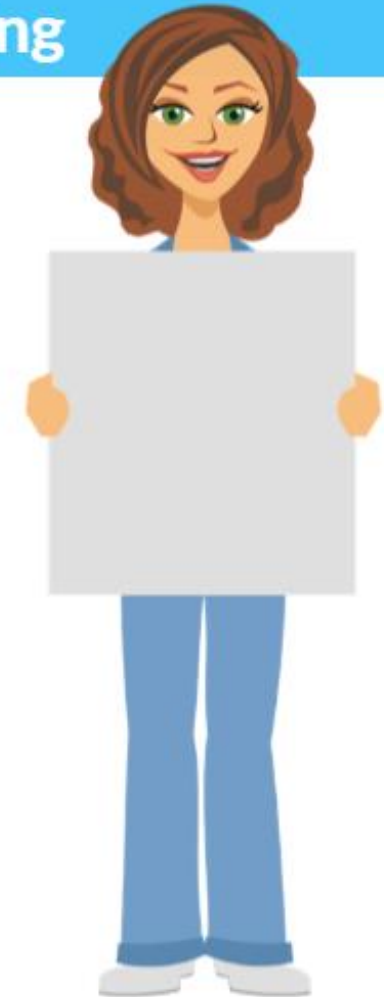
**Discussion  
to View**



**Opting Out**



**Sensitive Records**



# What we have now

## Primary Care

- Referrals
- Problems and Issues
- Observations
- Medications
- Immunisations
- Encounters
- Allergies and adverse reactions

## Dorset County Hospital

- Encounters
- Alerts
- Radiology
- Pathology
- Referrals
- Allergies
- Discharge Medications
- Documents

## UHD

- Encounters
- Radiology
- Allergies
- Documents

## Community

- Referrals
- Problems and Issues
- Immunisations
- Encounters

## Mental Health

- Encounters

## Dorset Council

- Referrals
- Alerts

## Hospices

- Referrals
- Problems and Issues
- Observations
- Immunisations
- Encounters



# 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

*This demographic search will match similar sounding names e.g. Mick will match Michael and Mickey. Use % to match any text e.g. Sa% matches Sam and Sarah.*

Name

Born

Gender

Include Deceased

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 (41y) GENDER Male  
ADDRESS (3) DORSET COUNTY HOS... HOME -  
GP PRACTICE ROYAL CRESCENT SU... **KNOWN ALERTS**

NHS Number - x  
DCHFT PCS D678919  
Tracy BRINSON LOGOUT

**Known Allergies / Adverse R...**

Summary | Problem List | Patient Task List | Medications Viewer | my Dorset Care Record

Documents  
Showing All Mark All As Read  
Group By Category Sort By Date

- Summary
- Additional Details
- my Dorset Care Record Invitation
- Circle Of Care
- Collaborative Worklists
- Goals and Actions
- Send Citizen Feedback
- Discussion to View (1 / 1)
- Pathology (1 / 1)

**Discussion to View**

Recorded By	Recorded Date	Discussion Date
Care Coordinator	12-Feb-2021	12-Feb-2021

**Current Activity Snapshot**

Start Date	Type	Facility	Location	Practitioner (Team)
Tue, 07-Nov-2017, 10:00	Emergency Department	Dorset County Hospital	EMERGENCY DEPARTMENT	-
Thu, 25-Jan-2018, 11:55	Acute Inpatient	Dorset County Hospital	ABBOTSBURY SHORT STAY UNIT	Mr NAVEED AFZAL

**History Snapshot (12 months) & Planned Activity**

<b>0 Scheduled Appointments</b>	Next Appointment : -
<b>0 Planned Admissions</b>	Next Admission : -
<b>0 Past Appointments</b>	Last Appointment : -
<b>0 Past Admissions</b>	Last Discharged : -
<b>0 Past Emergency/Unplanned Attendances</b>	Last Attendance : -
<b>1 Cancelled and DNA</b>	Last Cancel/DNA : 26-Oct-2017 09:30

Active Alerts

javascript:void(0);

11:44 23/03/2021

# Encounters – Inpatient, Outpatient and ED

## Current Activity

Start Date	Visit Type	Status	Visit Reason	Practitioner (Team)	Specialty	Location	Facility	Referred By	Recorded In
Wed, 01-Sep-2021, 16:28	Emergency	ARRIVED	chest pains	-	Accident & Emergency	Emergency Department	Poole General Hospital	-	Symphony by PHFT
Mon, 21-Mar-2022, 10:00	Acute Inpatient	ADMITTED	-	MR A I SKENE	Colorectal Surgery	C2 Ward - POOLE	Poole General Hospital	ABBOTSBURY ROAD POOLED LIST	CaMIS by RBCHFT

Results 1-2

## Future Activity

Start Date	Visit Type	Status	Visit Reason	Practitioner (Team)	Specialty	Location	Facility	Referred By	Recorded In
-	Preadmission	CANCELLED	-	-	-	-	Dorset County Hospital	-	PCS by DCHFT

Results 1-1

Current, Past & Future

# Alerts - Active

## Active Alerts

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

## Alerts

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

# GP Record - Summary

GP Record Summary

- GP Summary**
- Diagnosis
- Events
- Examinations
- Investigations
- Medications
- Problems
- Procedures
- Risks/Warning

### Current Problems

11-Oct-2017	Chronic anterior uveitis
20-Jun-2017	Urine protein test = trace
20-Jun-2017	Malaria
12-Jun-2017	Mixed asthma
05-Jun-2017	Mild mental retardation, IQ in range 50-70
22-May-2017	Serum cholesterol
27-Mar-2017	H/O: aspirin allergy
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

### Current Medication

**Acute Medication**  
Co-danthramer 25mg/200mg capsules | Co-codamol 15mg/500mg tablets | Co-codamol 8mg/500mg effervescent tablets | Priadel 200mg modified-r  
Omeprazole 10mg dispersible gastro-resistant tablets | Furosemide 20mg tablets

**Repeat Medication**  
Aspirin 300mg dispersible tablets | Priadel 200mg modified-release tablets (Sanofi) | Digoxin 125microgram tablets | Venlafaxine 150mg modified-r  
40mg tablets

### Allergies and Adverse Reactions

20-Jun-2017	[X] Adverse reaction to paracetamol
27-Mar-2017	H/O: aspirin allergy

# Community Records

Includes

Community Hospitals

111

Hospices

Other community services

Showing All Mark All As Read  
Group By Category Sort By Date

- Send Citizen Feedback
- ▶ **Assessments (40 / 42)**
- ▶ **Clinical Notes (72 / 75)**
- ▼ **Community (29 / 30)**
  - ▶ **CHIS MID ESSEX (6 / 6)**
  - ▼ **Dorset Community 3 (5 / 6)**
    - Summary Views
    - Referrals
    - Problems and Issues
    - Observations
    - Immunisations
    - Encounters
  - ▶ **East Adults SALT Demo (6 / 6)**
  - ▶ **Weldmar Hospice Care Trust**
  - ▶ **Wessex Cancer alliance dem**

## Immunisations

Date	Vaccination	Part	Contents
20 May 2022	Measles	1	MEASLES
01 Apr 2022	COVID-19 mRNA Vaccine Comirnaty 30micrograms/0.3ml dose conc for susp for inj MDV (Pfizer)	1	SARS-2 Coronavirus
22 Jul 2021	Fluarix Tetra (GSK)	1	INFLUENZA
01 Jul 2021	Tetanus Immunoglobulin	1	TETANUS SPECIAL

## Active Problems and Issues

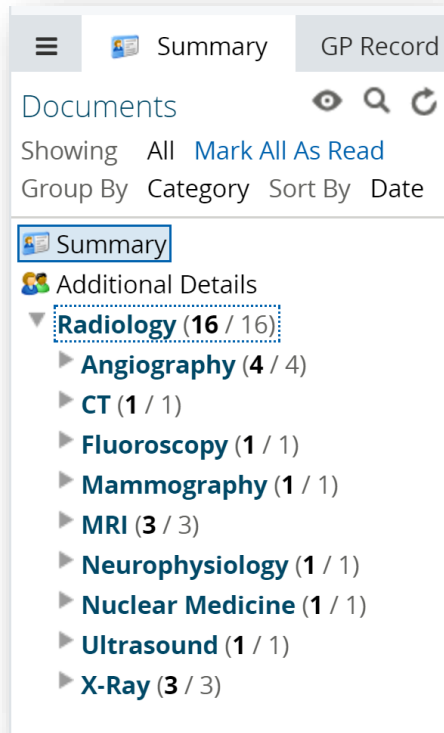
All relevant items

Items excluded due to confidentiality and/or patient preferences

Start Date	Entry	Significance
25 Oct 2021	Tinetti falls efficacy scale (XaP6M)	Major Episode

# 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\*



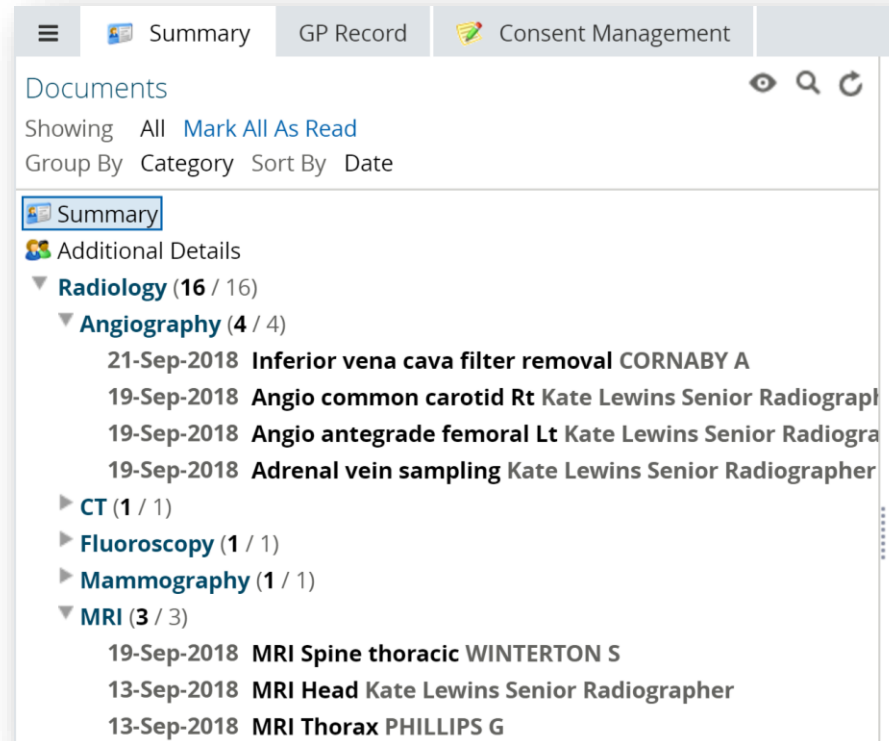
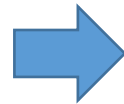
Summary GP Record

Documents

Showing All [Mark All As Read](#)

Group By Category Sort By Date

- Summary
- Additional Details
  - Radiology (16 / 16)**
    - Angiography (4 / 4)
    - CT (1 / 1)
    - Fluoroscopy (1 / 1)
    - Mammography (1 / 1)
    - MRI (3 / 3)
    - Neurophysiology (1 / 1)
    - Nuclear Medicine (1 / 1)
    - Ultrasound (1 / 1)
    - X-Ray (3 / 3)



Summary GP Record Consent Management

Documents

Showing All [Mark All As Read](#)

Group By Category Sort By Date

- Summary
- Additional Details
  - Radiology (16 / 16)**
    - Angiography (4 / 4)**
      - 21-Sep-2018 Inferior vena cava filter removal CORNABY A
      - 19-Sep-2018 Angio common carotid Rt Kate Lewins Senior Radiograph
      - 19-Sep-2018 Angio antegrade femoral Lt Kate Lewins Senior Radiograph
      - 19-Sep-2018 Adrenal vein sampling Kate Lewins Senior Radiographer
    - CT (1 / 1)
    - Fluoroscopy (1 / 1)
    - Mammography (1 / 1)
    - MRI (3 / 3)**
      - 19-Sep-2018 MRI Spine thoracic WINTERTON S
      - 13-Sep-2018 MRI Head Kate Lewins Senior Radiographer
      - 13-Sep-2018 MRI Thorax PHILLIPS G

# 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/Spermatocoele/ 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



# Cumulative Results

Some numeric results can be viewed as cumulative results, which can also be displayed in graphical format.

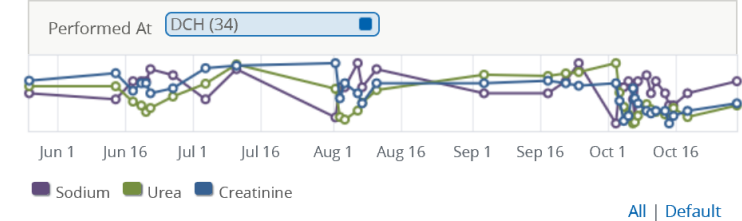
## Urea & Electrolytes Cumulative [« Show Newer »](#) | [Show Older »](#)

	Number	34	33	32	31	30	Ref. Range (Units)
<input type="checkbox"/> Collected		29-Oct-18 10:50	18-Oct-18 12:12	15-Oct-18 09:17	14-Oct-18 10:17	13-Oct-18 12:33	
Performed At		DCH	DCH	DCH	DCH	DCH	
<input type="checkbox"/> Sodium		136	134	132	132	134	132-145 (mmol/L)
<input type="checkbox"/> Potassium		4.0	4.7	4.5	4.2	4.2	3.5-5.0 (mmol/L)
<input type="checkbox"/> Urea		↓ * 2.8	↓ * 1.9	↓ * 2.6	↓ * 2.3	↓ * 2.1	3.0-6.5 (mmol/L)
<input type="checkbox"/> Creatinine		51	↓ * 48	↓ * 46	↓ * 43	↓ * 48	50-120 (umol/L)
<input type="checkbox"/> eGFR		<sup>a</sup> >90	<sup>a</sup> >90	<sup>a</sup> >90	<sup>a</sup> >90	<sup>a</sup> >90	(mL/min/1.73m*2)
<b>AKI Warning Stage</b>		No AKI alert	No AKI alert	No AKI alert	No AKI alert	No AKI alert	

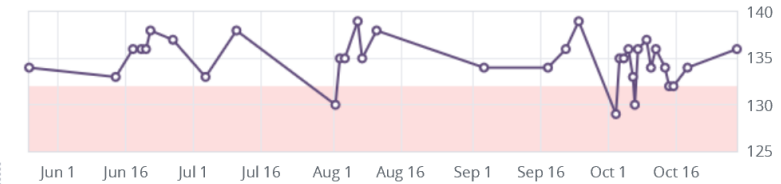
Graph No tests selected

\* Abnormal \*\* Critically Abnormal ↑ High ↓ Low ? No Interpretation S Units or Reference Range differs

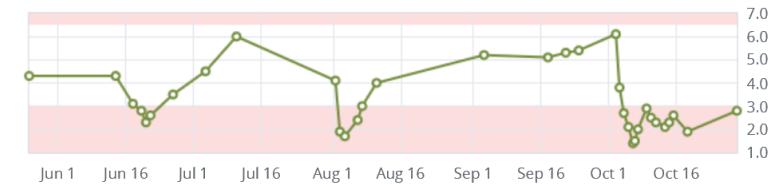
## Urea & Electrolytes Graph Information is available from 25-May-2018 to 29-Oct-2018



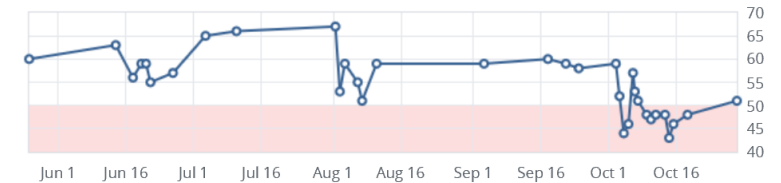
### Sodium (mmol/L) Showing from 25-May-2018 to 29-Oct-2018



### Urea (mmol/L) Showing from 25-May-2018 to 29-Oct-2018



### Creatinine (umol/L) Showing from 25-May-2018 to 29-Oct-2018



# 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](#) »

# 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](#) »



**WHAT'S  
NEXT?**

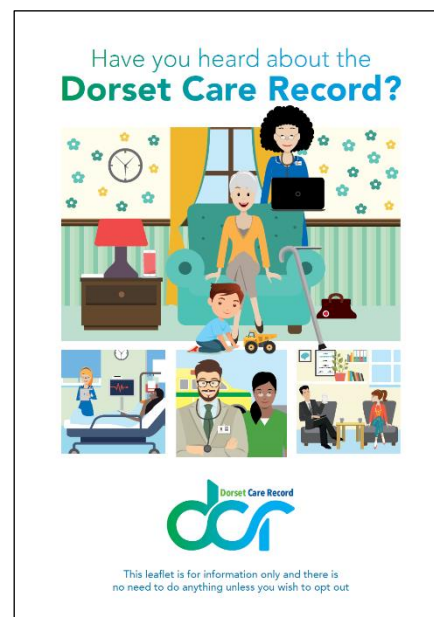
## What's next - 2023

You will be able to view:

- Documents from Hampshire and the Isle of Wight
- Social Care Packages from Dorset Council
- Substance misuse services information – REACH drug & alcohol services including medicines
- Further mental health information including documents

# 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

# 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](#)



Questions?