One Health and Care:

A digital shared care record for the Black Country and West Birmingham

What is One Health and Care?

- One Health and Care is a digital shared care record (ShCR): a single platform that collects data from the records systems used by all care providers in an area, including hospitals, GPs, community/mental health trusts and social care providers.

- Not to be confused with summary care records – the ShCR is more comprehensive, supporting clinicians with multidisciplinary, multi-agency working, as well as (later) helping with the planning of local health services.

- One Health and Care will be available to clinicians when and where they need it, including via mobile technology (e.g. a patient's home or an ambulance).

- The ShCR supplier is Graphnet, a leading provider of clinical software.

- System leaders are working with Graphnet to ensure essential processes for data accuracy, privacy and safety, and capture of patient objections/opt-outs.

- Our local ShCR programme will have two phases:
  - 1) sharing of data for **direct care**
  - 2) **secondary use** of data, including for population health management

What kinds of information will it collect?

- **GP practices**: patient demographics, diagnoses, treatments, medications, allergies, results, disease register, co-morbidities, family history

- **Acute hospitals**: referrals, attendances (inpatient, outpatient, A&E), medications, alerts, allergies, pathology results and radiology reports

- **Community and mental health**: care plans, problems, interventions, medical and social alerts, medications, referrals, clinical summaries

- **Social care**: care teams, keyworkers, contacts and other involvements, assessments, needs and care provision details.

What will it do in practice?

- Make patient data available to authorised clinicians and carers where/when needed

- Enable users from different care settings to add data to a common record – the more data entered, the more useful the overall record will be

- Support workflow so clinicians can perform tasks and then inform, refer or hand over

- Alert responsible clinicians about key events e.g. a patient being admitted to hospital

- Integrate with existing clinical systems, so no need for separate logins

- Make available information from providers across the Black Country and West Birmingham, as well as Stoke and Staffordshire, and Shropshire Telford and Wrekin

- Make available selected data to commissioners and other authorised bodies to support in planning local health services and delivering targeted interventions (at a later stage)

- Early next year, One Health and Care will join up with other neighbouring systems to create a West Midlands-wide ShCR.
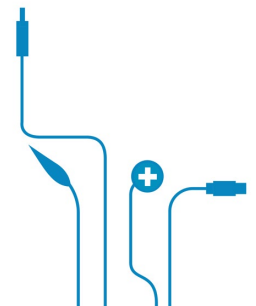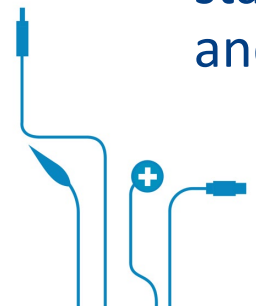
Example uses: direct care

- An out of hours GP service can access details of a recent hospital discharge and follow-up GP visit, so they can treat a patient at home rather than sending to A&E because insufficient patient history is available.

- Support staff no longer need to spend time copying records and dealing with telephone enquiries from GPs or other providers, freeing them up to manage other business.

- A patient who is nearing the end of their life has their wishes, including their chosen place of death, made known to all care providers and ambulance staff.

- A patient with dementia who has a multi-agency, multi-disciplinary care pathway, is at reduced risk of having key checks missed as their care moves between teams.

The benefits

- faster clinical decisions based on richer and more timely information
- less burden on the patient to relay key information
- improved communication and reduced errors
- reduced unnecessary A&E attendances and inpatient stays reduced risk in caring for children and vulnerable adults
- continuity of care across provider organisations
- patient wishes and preferences available to all care providers
- fewer repeat tests, less staff time spent completing forms and chasing results
- staff and clinician time saved due to not having to request and respond to requests for patient records

- improved patient safety
- Improved health outcomes
- better patient experience
- cost savings to the NHS

How will it work?

- Training will be arranged with Graphnet for all staff who need to use the ShCR.

- It will sit behind your existing clinical system, so no need for a separate login.

- If shared data exists, a link to it will be visible and accessible in each patient's local record.

- Patient data will be added via your existing system in the usual way.

- Any data added by a provider will automatically feed into One Health and Care, unless a patient has objected and been removed from the ShCR.

- Any objections will be processed by the patient's GP, after a detailed discussion to ensure the patient understands the potential implications of their decision on their care.

- If a patient has objected to inclusion in One Health and Care, you will only be able to view locally held data. You will however still be able to request information direct from other health and care providers as needed.

Keeping patient data safe

- All organisations involved in One Health and Care are required to sign and adhere to a new data protection notice and data sharing agreements

- The system will sit on top of existing secure clinical systems, meaning only authorised users will be able to access patient information

- Health and care staff will only be able to see information that is relevant to them and the service they provide

- Patients have a "right to object" to their inclusion in the ShCR

- Any future use for population health management will be restricted to the minimum amount of data required for the research/project being carried out

- Patients will be given written notice before the population health management function is implemented and can opt out of this part of the record at any time, without impacting their care.

What next?

- Staff and clinicians don't need to do anything yet – you will be contacted about training if you require it

- The project team will let you know – via your local communications team – when One Health and Care will go live for the Black Country and West Birmingham

- You will never have to update the shared record separately – any changes you make to your local patient record will automatically feed into One Health and Care

- Please do speak to your patients or service users about One Health and Care, and the benefits it will have for their continued, joined up care

- If a patient tells you that they are thinking of exercising their right to object, please advise them to talk to their GP.