



Training Guide

Cheshire Care Record

Cheshire Care Record Training Guide

Page 1 of 15

Date of Approval: SLG 28/7/22

Next date of review: 01/01/23



Disclaimer

Periodically changes to business processes, updates to systems, or applications, result in training guides and materials being updated. It is the responsibility of the delegate to check that they have the most up-to-date guides. All guides contain a Change Control table at the front, which will detail when the document was updated. If you want to check if you have the correct version, please email: <u>coch.ccrsupport@nhs.net</u>.

Change Control

Docume	nt Type		Document	t Title
Reference	guide		Training Gu	ide CCR
Version	Date	Owner/s	Change	Purpose
V0.1	13/04/22	Alison McCudden, CCR Optimisation and Benefits Manager	Document creation	New format
V0.2	17/05/22	Alison McCudden	Update	To include new SSO's
V0.3	16/06/22	Alison McCudden	Update	To include new SSO's
V0.4	12/07/22	Alison McCudden	Update	To include S2C feedback and complete SSO screenshots

Document Approval

Version	Date	Approver Name	Approver Job Title
V1.0	28/7/22 SLG	Kevin Highfield	CCR SRO
	28/7/22	Dr Dan Jones	CCG CCIO

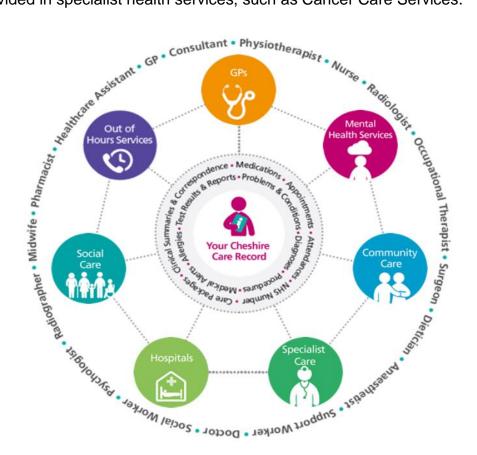
Hints and Tips

This symbol suggests a tip or a good method of working for speed and efficiency
This symbol suggests a caution or an action to be aware of
This symbol indicates an Information Governance warning or the steps you need to take in the event of an issue (technical or other)
This symbol indicates features, hints and tips that support digital optimisation



About The Cheshire Care Record

The Cheshire Care Record provides a summary of the health and support provision of a person who is registered with a Cheshire GP. The Record works by allowing the authorised health and care professionals that use it, to have controlled access to view certain types of patient information that is held by different health and care organisations located across the Cheshire (and Merseyside) region, extending to care provided in specialist health services, such as Cancer Care Services.



It is important to always remember Caldicott, Principle 7 when accessing patient data: "The duty to share information can be as important as the duty to protect patient confidentiality - Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should also be supported by the policies of their employers, regulators, and professional bodies."

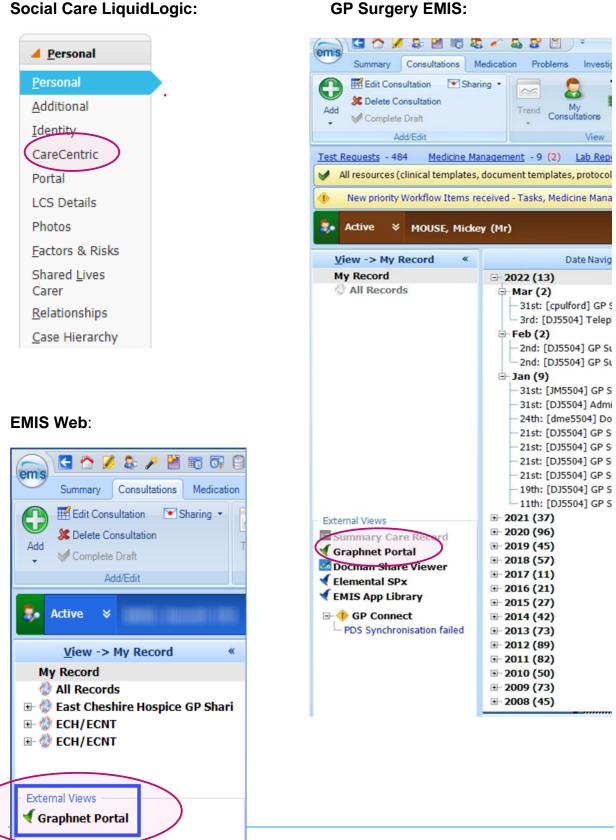
Launching the Cheshire Care Record through your local system

Most Cheshire Care Record users will access the platform via their main operational system. To do this, simply search for your patient in your Organisation's system and then launch the Cheshire Care Record via the "CareCentric" or "Cheshire Care Record" button, which will be available. Some Users may access the Cheshire Care



Record via the Web URL which requires user set up and password. If you require access to the Cheshire Care Record please email: <u>coch.ccrsupport@nhs.net</u>

Examples of Single Sign On access to the Cheshire Care Record:



Cheshire Care Record Training Guide



Countess of Chester Hospital Int × +			- 0 ×
\leftarrow \rightarrow $f C$ $ightarrow$ Not secure \mid i	ntranet.xcoch.nhs.uk	A* \star 🔇	🖆 健 🛄 …
	Forms and Surveys COCH Wiki Team Sites	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	î
Anaesthetic Rota		Electronic Casenote Prescribing Grace my	kitcheck OPD Room Booking
Bluetec pbr Datix Risk ManagementEngineering System (EBME) Database		Healthcare Data	leeting Rooms NHSmail P@RE
•	Copyright © Countess of Chester Hospital 2	1022 Log in	
Type here to search	H 📕 ê 💽 🐮 💁 🤌 🧿	M	◆ ペ 後回 (小)) ENG 08:33 12/07/2022

Countess of Chester Hospital (Single Sign on awaited):

Cheshire & Wirral Partnership SystemOne:

	Patient	Appointments	Reporting	Audit	Setup	Clinica	TOOIS
	9	20	-			-	
/	Searc	n Register	Discard	Save		Next	Home
	1	0.00	VIRG	VRG		VRS	
	CCR	WCR	COCH I	WUTH	I La	bCen	
	Config	gure Home Scre	en				
	Patier	nt search					đ
		nt search ch F1 help					d d
		ch F1 help	new notice	es <u>Vie</u>	w All		ď
	Searc	ch F1 help 2 of 4 [TPP] Main	ntenanc	e Rel	ease		ď ď •
	Searce The If y	ch F1 help 2 of 4	ntenanc nce release irsday 21st ystem at the ed to log off	e Rel is sche April at time o f Systm	ease eduled 8:30pr f the re One, w	for n. lease vait	99
	Searce The If y	2 of 4 [TPP] Main evening of Thu ou are on the s will be prompt	ntenanc nce release irsday 21st ystem at the ed to log off	e Rel is sche April at time o f Systm	ease eduled 8:30pr f the re One, w g back	for n. lease vait	0 0
	Searce The the if y you app	2 of 4 [TPP] Main evening of Thu ou are on the s will be prompt	ntenanc nce release irsday 21st ystem at the ed to log off	e Rel is sche April at time o f Systm	ease eduled 8:30pr f the re One, w g back	for n. lease vait on	d d •



Once you've accessed the Cheshire Care Record, your patients record will open as a separate viewer within patient context. Once the viewer opens, the patient's demographic details will be displayed in a banner across the top of the window, and below this a selection of tiles for navigation plus the person's demographics will display.

The patient's clinical information is available to the right professionals, in the right place, at the right time, so they can make a more informed assessment, resulting in care that is safer and more effective for all.



For the latest information on which organisations are providing data and viewing the information, please refer to the <u>Cheshire Care Record Website</u>.

... For direct care access from all care settings, by 3 4 patients, social care users and service providers Users from all care via a proven to a secure data from all care settings, by patients/social care users, settings contribute data messaging extract store where it is service providers and commissioners. on individuals in their engine held ... care... The Data The Source Integration The Users Systems Store Management **Clinical Portal** GPs, Clinicians, Integrated Digital Social Care Health Professionals Care Records MiG CareCentric Gateway Acute Systems Extract Messaging and PAS. EPR. **CareCentric Data** Integration Engine Departmental Store /lental Health Clinical Forms GPs, Clinicians Forms, Alerts & Social Care Health Professionals Workflow Community CareCentric Pathways Social Care CareCentric CareCentric Highway Data Store

How CareCentric Works: The Solution



Logging in to the Cheshire Care Record via URL/Desktop Icon

Once you have been set up with a User Account, you will need to copy and paste the URL (or web address which will be given to you once your account is established) into your Internet Browser and press search or click on the 'Cheshire Care Record' icon on your desktop. When prompted to log into the Cheshire Care Record use your network account User Name and Password and click 'Login'.

🗖 🗅 Login x +	
\leftarrow \rightarrow C \bigcirc https://internal.westcheshirecarerecord.nhs.uk/Gatewa	ay/common/forms/v3/login A 🏠 🛯 🔇
to the second seco	Alison McCudden Login Only continue if you have the authority to proceed, otherwise please exit.

You will then need to search for your patient. To do this, use the ID field to enter the ID number of your patient (as shown below), before pressing the 'Search' button.

	Patien	t Searc	ch		×	+											
\leftarrow	\rightarrow C	3	â	🖯 hi	ttps://in	ternal.west	cheshirec	arereco	ord.nhs.u	k/Gateway/0	Gateway/I	Forms/Ta	A»	Q	τô	Ν	<
				Q	}	ists 🔻 Se	arch 🔻							Alison	McCud	den	
					Ą	Search (Criteria		Showir	ng 1 - 1 of 1 results	š.					*	
									9				Ci	ontext: Cou	ntess of C		
					Patient N	10			6	Female Sex		61 (61y) 002	2 222 2222 S No.	002 222 Patient I	No.	e,	
					002 222	2222								<u>2 Link</u>	ed Recor	<u>ds</u>	
	•				Forenam	ies											
					Sumame	e											
					Date of E	Birth											
					Post Coo	de		-									
					Sex			~									
					Search a												
						ent Groups											
					Tena	ncy Contexts											
					\subset	Clear	Search										



Select the "OrgsLinks Context" to access the most up to date information for that Patient.

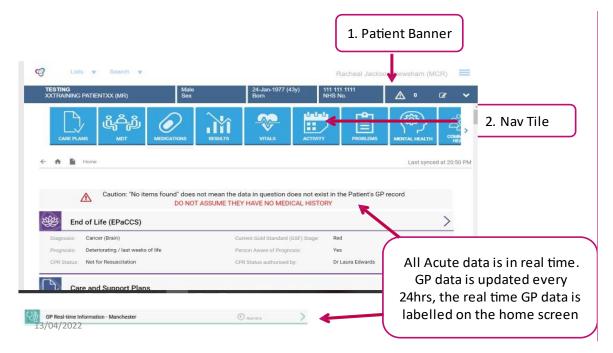
Alerts

An alerts pop-up panel will appear to show the most clinically important information such as COVID-19 status. This will be pulled through from the GP source system and will pop up as you enter the patient's care record.

		Patient has 5 alerts		
		Severe	5 alerts	If no start date can be
	7	Exposure to 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context Organis	Start Date 06-Apr-2020	determined defaults
Description from the GP		Confirmed 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context: Organics	Start Date 06-Apr-2020	to 01 Jan 1900
Record		Tested for 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context Conducts	Start Date: 06-Apr-2020	
		Excluded 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context Congents	Start Dale 06-Apr-2020	
		Suspected disease caused by 2019- nCoV (novel coronavirus) Coronavirus/COVID-19 Context: Orginis	Start Dute 06-Apr-2020	
			Continue	~
Alerts can also be viewed				Click continue to
here				exit pop up
TESTING	10	24-345-0077-0020		exit pop up
XXTRAMINI PATENTXX (MR) 5	ř.	Bore No.	AIRY	
🗋 🎝 🖏 🖉	ìii	💎 🗒 🖞	* (%,	
13/04/2022	WINKIN	VILLE ACTIVITY PROLON	Lawringer House	

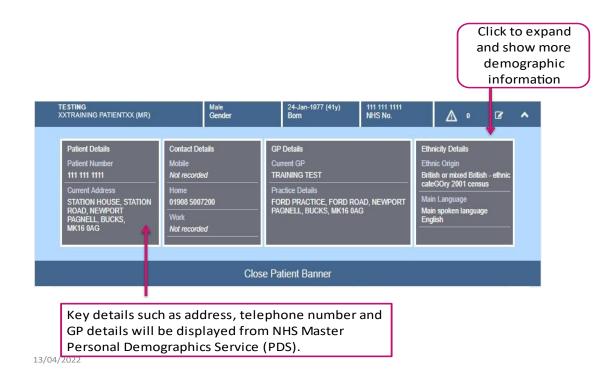
Patient Record Landing Page

The summary page shows the patient's record by using Nav and Hub Tiles to display





the data for different sections of information, such as 'Medications', 'Results', and 'Activity' data. This is the default page after accessing a patient record.



Patient Banner

Navigation Tiles

Navigation Tiles (or Nav Tiles) provide and easy way of navigating around the patient record as they take you directly to the data you wish to view.





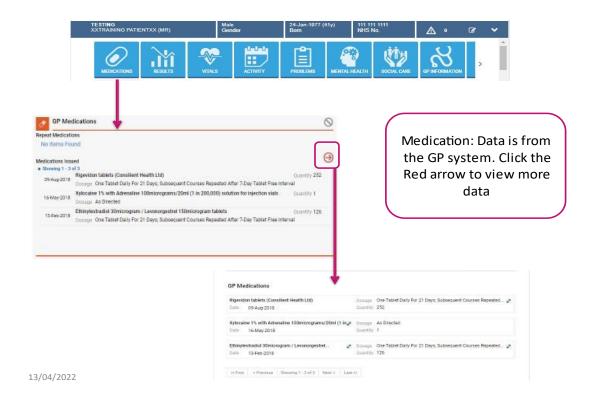
Patient Landing Page

Covid-19 Tile

	IATS VITALS ACTIVITY PROBLEMS CANE MENTAL Last synced at 21:51 P) an the data in question does not exist in the Patient's GP record WE THEY HAVE NO MEDICAL HISTORY	Click the arro to display da from the primary care
GP COVID-19 Status	5 entries to view	system
	GP COVID-19 Status	
	Browny 1.5 of Stamm Phase validate any COVID-19 results with the original source. This information is supplied by the Primary Care	system.
If Covid-19 data is	Showing 1 - 5 of 5 items Please validate any COVID-19 results with the original source. This information is supplied by the Primary Care Date: Description:	Tenancy:
	Showing 1 - 5 of 5 fittims Please validate any COVID-19 results with the original source. This information is supplied by the Primary Care Date: Description: 86-Apr-2028 Tested for 2019-#COV (novel commarkus) infection	Tenancy: GP Record
available the tile will be	Source of 5 ferms Prease validate any COVID-19 results with the original source. This information is supplied by the Primary Care Date: Description: 06-4p-2020 Extended for 2019-6-CoV (novel connexisus) infection 66-4p-2020 Confirmed 2019-6-CoV (novel connexisus) infection	Tenancy: GP Record GP Record
available the tile will be yellow and the number	Proving 1 - 5 of 5 heres Please validate any COVID-19 results with the original source. This information is supplied by the Primary Care Data. Description: 06-Apr-2023 Tested for 2019 vCOV (novel connaitou) infection 06-Apr-2020 Encluded 2019 vCOV (novel connaitou) infection 06-Apr-2020 Encluded 2019 vCOV (novel connaitou) infection	Tenancy: GP Record
If Covid-19 data is available the tile will be yellow and the number of entries visible	Preserving 1 - 5 of 5 items Preserving 1 - 5 of 5 items Preserving 2000-19 results with the original source. This information is supplied by the Primary Care Data Description De-Apr-2020 Tested for 2019 v-CoV (novel commanisus) infection 06-Apr-2020 Encluded 2019 v-CoV (novel commanua) infection	Tenancy: GP Record GP Record GP Record
available the tile will be yellow and the number	Browing 1 - 5 of 5 items Preserv validate arg COVID-19 results with the original source. This information is supplied by the Primary Care Date: Description: 06-Apr-2020 Testel of 0219-6-CM (novel comparison) infection 66-Apr-2020 Encluded 2019-6-CM (novel comparison) infection 66-Apr-2020 Encluded 2019-6-CM (novel comparison) infection 66-Apr-2020 Supported disease caused by 2019-6-CM (novel comparison)	Tritanty GP Record GP Record GP Record GP Record GP Record
available the tile will be yellow and the number	Stroning 1 - 5 of 5 items Please validate any COVID-19 results with the original source. This information is supplied by the Primary Care Data: Description: Description:	Tenantry OP Record OP Record OP Record OP Record OP Record

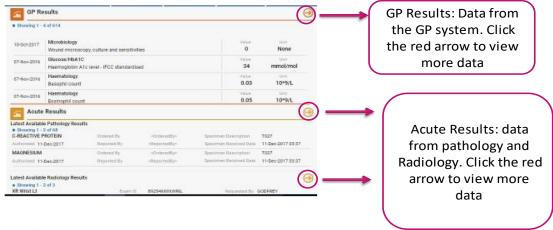


Medications Tile



Results Tile





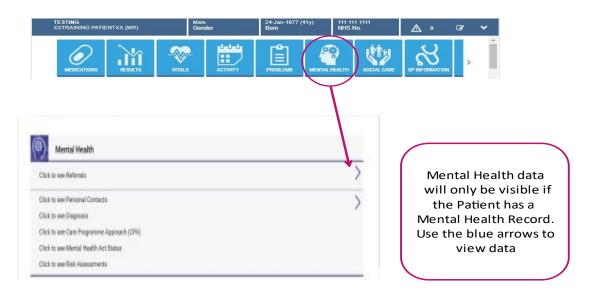
13/04/2022



Activity Tile

	E STING XTRAINING PATIE	NTXX (MR)	Male Gender	24-Jan-197 Born	'7 (41y)	111 111 1111 NHS No.	▲ •	♂ ∨	
	MEDICATIONS	RESULTS	VITALS	TY PROBLEMS	MENTAL HE	NTH SOCIAL CARE	GP INFORMATION	<u>،</u>	
8 Hospi	ital Activity Summa	ry		(Θ				
Latest Outpatie	ent Activity				_	\rightarrow			
Showing 1 - Outpatient Or	2 of 13 utcome (Pennine Acute)	Hospitals)							
27-Sep-2018				Turturner DISCHARGED FR Type CLINC	ом	(will displa Patient	зy
	ttendance (Pennine Acu						Out	Patient	
27-Sep-2018	09:35 Clinit Name Randaha	CREE-NERSE4FR TRAUMA AND ORTHOP	479400	Type FOLLOW UP			anno	intment,	
	(Account)	Theorem and on mor	HELIYO	OUE FOLLOW OF					
Latest Inpatier	Activity			(Θ —		eme	ergency	
 Stowing 1 - Inpatient Disc 	2 of 17 charge (Pennine Acute F	lospitais)	Discharge Date						
18-Sep-2018	00.25	Admission Source	Specialty	GENERAL MEDICINE			aller	ndance ,	
							admissi	ons and G	Р
	nsfer (Pennine Acute Ho		Electrarge Dam						
14-9ep-2018	08:13	Admission Bouncer	Specially	GENERAL MEDICINE			contact	. Click the	:
					~		arrows to	o view mo	re
Latest Emerge				(Θ —	→			
Showing 1 - Emergency D	2 of 12 Hischarge (Pennine Acut)	r Hospitais)				- (C	lata	
09-5ep-2018	10.14		Overcome ADMITTED OTHER						
Emergency A	tlendance (Pennine Acu	te Hospitals)							
GP En	counter Summary			0	D				
Showing 1 - 4 16-Oct-2018	Encounter		Crosultation						
	Docman								
28-Sep-2018	Administration		Result						
28-Sep-2018	Encounter Docman		Consultation						
14-9ep-2014 /04/202	Encounter)Docman		Consultation						

Mental Health Tile



Social Care Tile





These screen shots show the principles of how to navigate the system using the navigation tiles and expander arrows. There are many more tiles and further information contained within the Cheshire Care Record to assist with an individuals' direct care.

Share2Care e-Xchange

The Cheshire Care Record enables users to easily access the Share2Care e-Xchange platform, where, for the purpose of direct patient care they'll be able to view information about the individual they are caring for, that is held by the different health and care services across Merseyside.

On the Share2Care e-Xchange platform, users will be able to view information about their patients, including any current and historical medications (under the Primary Care view), as well as clinical documents such as discharge summaries, clinic letters from the secondary and tertiary organisations in Merseyside, and in the near future radiology results and images.

To access the Share2Care e-Xchange platform, and information that'll further support them with their decision making and in the delivery of safer, more effective, and efficient care, Cheshire Care Record users will just need to locate and click on the 'Launch e-Xchange' button (shown below):



♥ View ▼ Search ▼				Claire Cracknell	•
XXTESTPATIENT-TEYS DONOTUSE (Mrs)	Female Sex	14-Sep-1949 (71y) Born	999 053 6910 NHS No.	<u>A</u> 0	,
MEDICATIONS RESULTS	VITALS	PROBLEMS	MENTAL HEALTH	SOCIAL CARE	
← 🏫 🖺 Q. Home					
GP COVID-19 Status	No data available	GP Advance	Care Planning	No data available 🚫	
If you have a moment, pl	ease tell us about this experience	of using the shared care recor	rd SEND U	S YOUR FEEDBACK	
Social Care:	Needs & Outcomes data now avai (Cheshire	lable from Cheshire West in th East to follow)	ne shared care reco	rd	
Launch e-Xchange				>	
Key Contacts & Infor	mation			\ominus	
Mental Health Care Team • No Items Found					



Please note, if your patient's record is not available within the Share2Care e-Xchange platform, there may be a number of reasons why. Including GP practices not activating sharing agreements, your patient refusing to share

their record, technical reasons, or your patient is not registered in the platform. If this is the case, the message "Patient unknown" will be displayed.

Further help and guidance

For help and guidance about accessing and using the Cheshire Care record or Share2Care e-Xchange, please contact your Organisation's IT team.

Cheshire Care Record

If you'd like more information about the Cheshire Care Record, you can visit the <u>Cheshire Care Record website</u>, <u>Twitter page</u> or <u>watch a tutorial on YouTube</u> <u>about how to use the platform</u>.

Share2Care

If you'd like more information about the Share2Care programme, you can visit the <u>Share2Care website</u>, <u>Share2Care resources</u>, or <u>YouTube playlist</u>, which contains videos from staff across the patch, who explain in their own words the benefits of using the platform.

Cheshire Care Record Training Guide



In the event of any issues



If you experience any issues (technical or other) whilst using either the Cheshire Care Record platform or the Share2Care e-Xchange, please contact your Organisation's IT Helpdesk.