



Training Guide

Cheshire Care Record

Cheshire Care Record Training Guide

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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

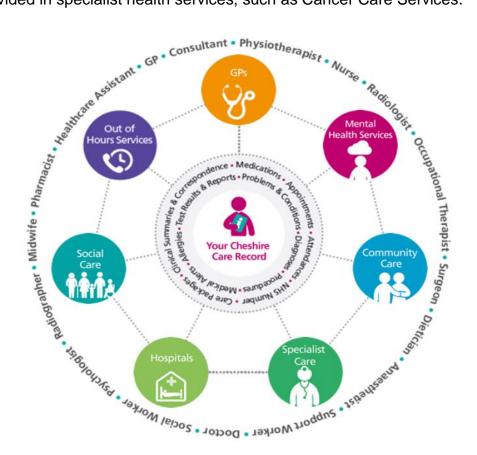
Hints and Tips

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."

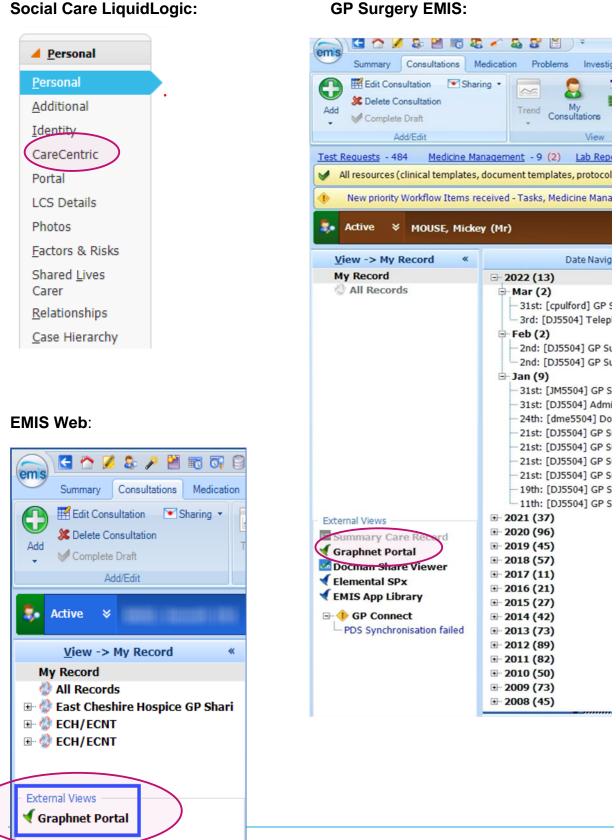
Launching the Cheshire Care Record through your local system

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



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Cheshire & Wirral Partnership SystemOne:

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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'.

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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.

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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		
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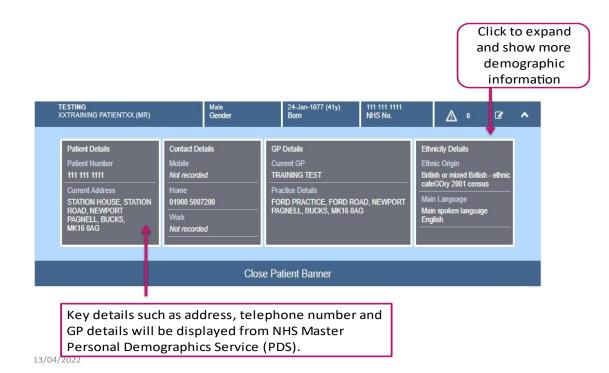
Patient Record Landing Page

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.





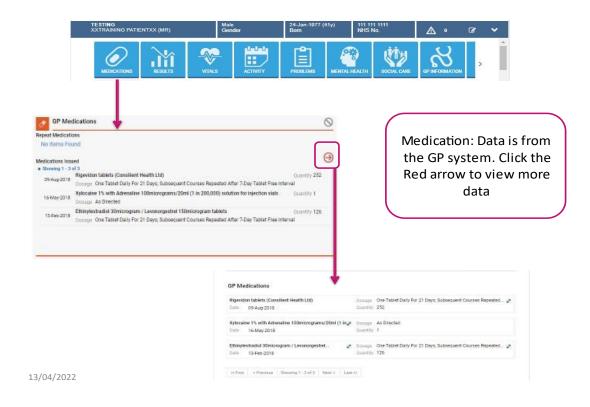
Patient Landing Page

Covid-19 Tile

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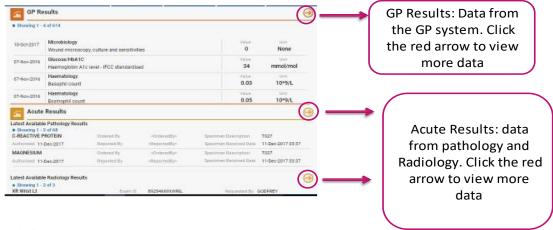


Medications Tile



Results Tile





13/04/2022



Activity Tile

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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):



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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.