



Training Guide

Cheshire Care Record

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: coch.ccrsupport@nhs.net.

Change Control

Document Type			Document Title	
Reference guide			Training Guide 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

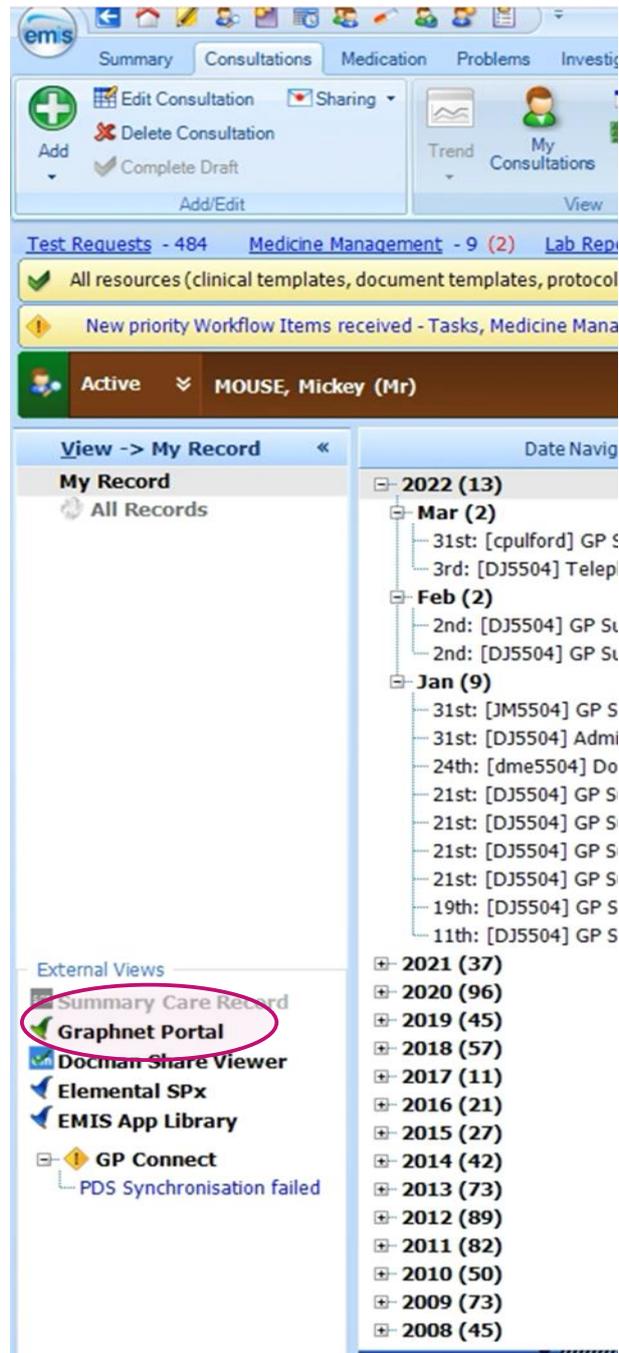
Record via the Web URL which requires user set up and password. If you require access to the Cheshire Care Record please email: coch.ccrsupport@nhs.net

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

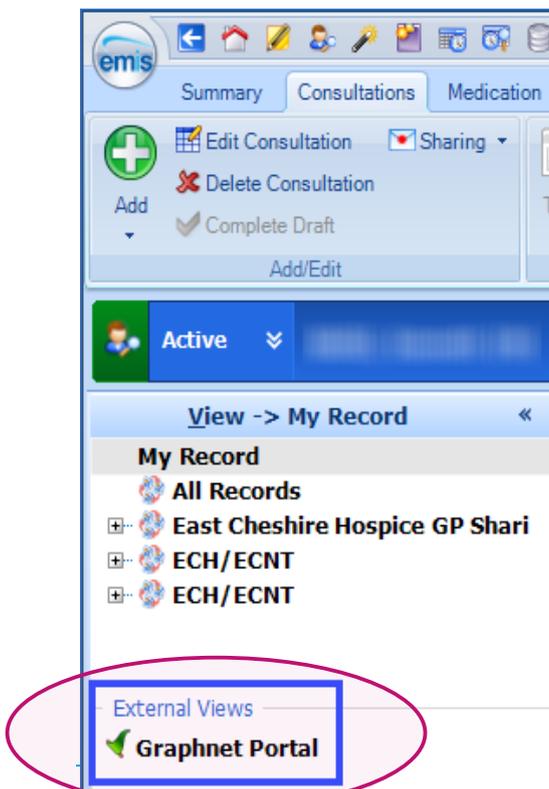
Social Care LiquidLogic:



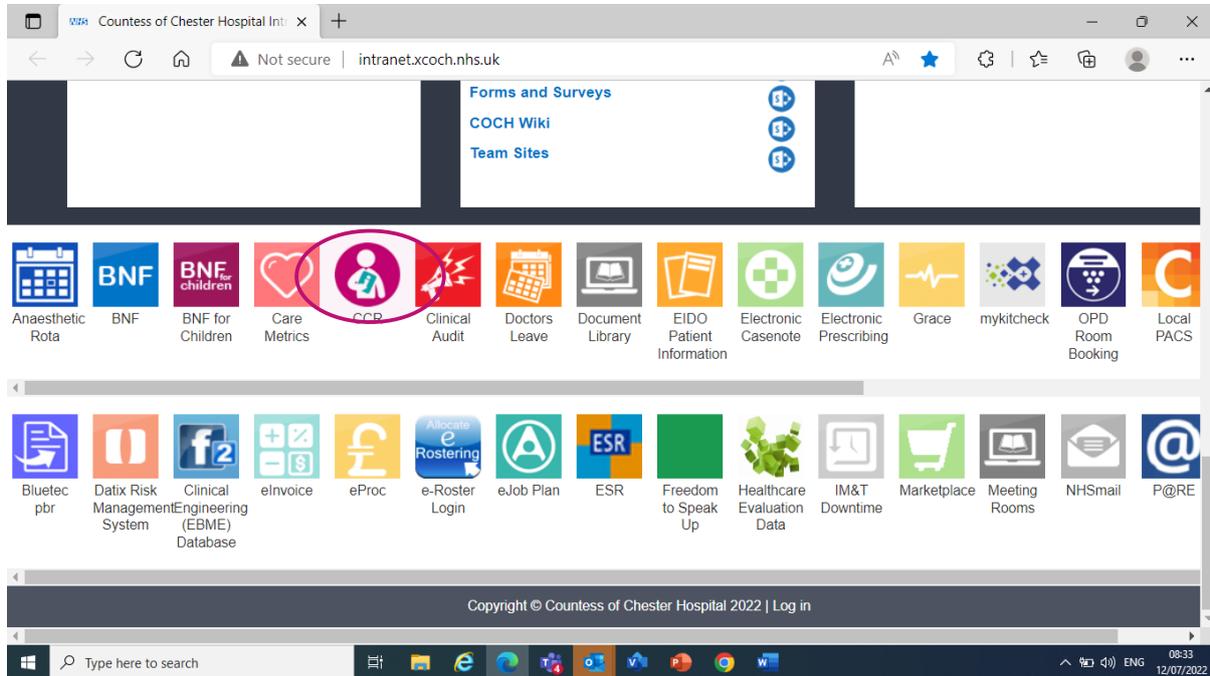
GP Surgery EMIS:



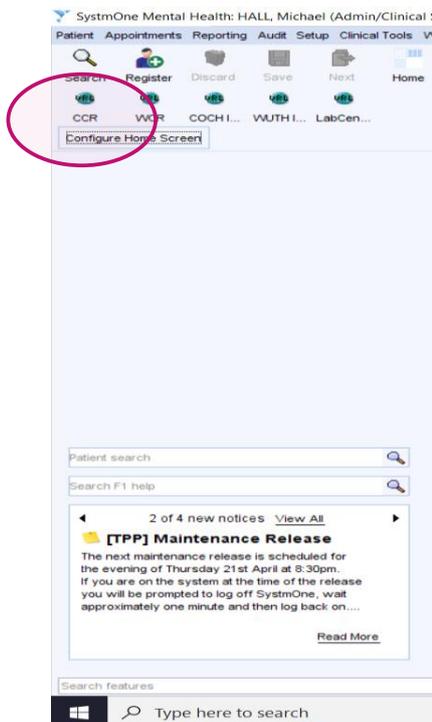
EMIS Web:



Countess of Chester Hospital (Single Sign on awaited):



Cheshire & Wirral Partnership SystemOne:



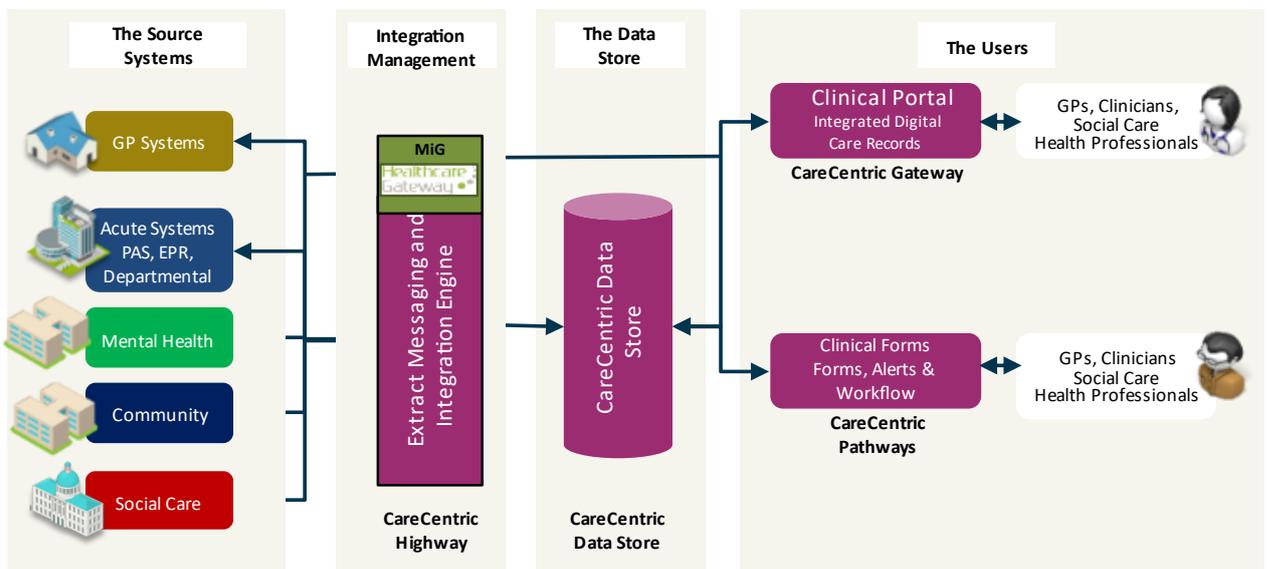
Once you've accessed the Cheshire Care Record, your patients record will open as a separate viewer within patient context. Once the viewer opens, the patient's demographic details will be displayed in a banner across the top of the window, and below this a selection of tiles for navigation plus the person's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



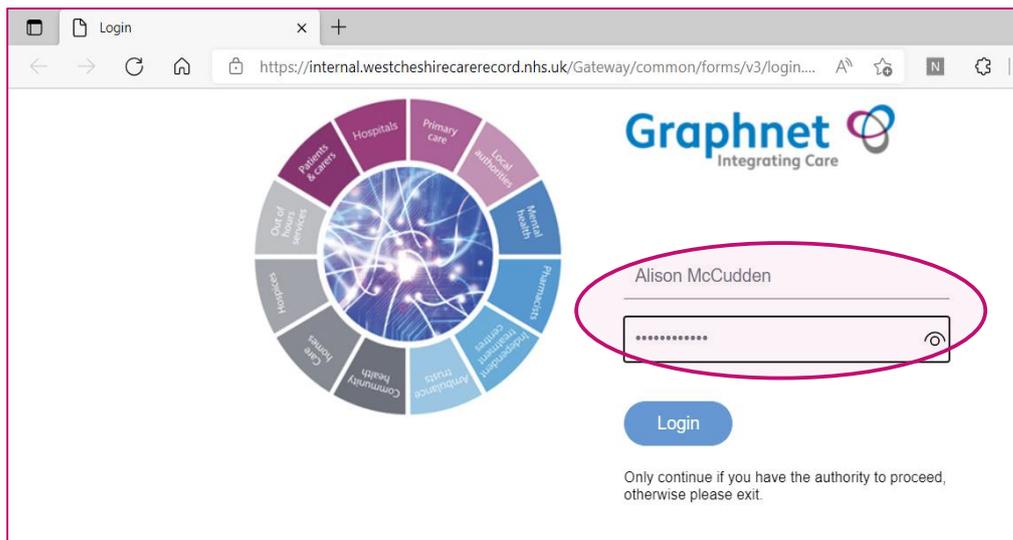
For the latest information on which organisations are providing data and viewing the information, please refer to the [Cheshire Care Record Website](#).

How CareCentric Works: The Solution

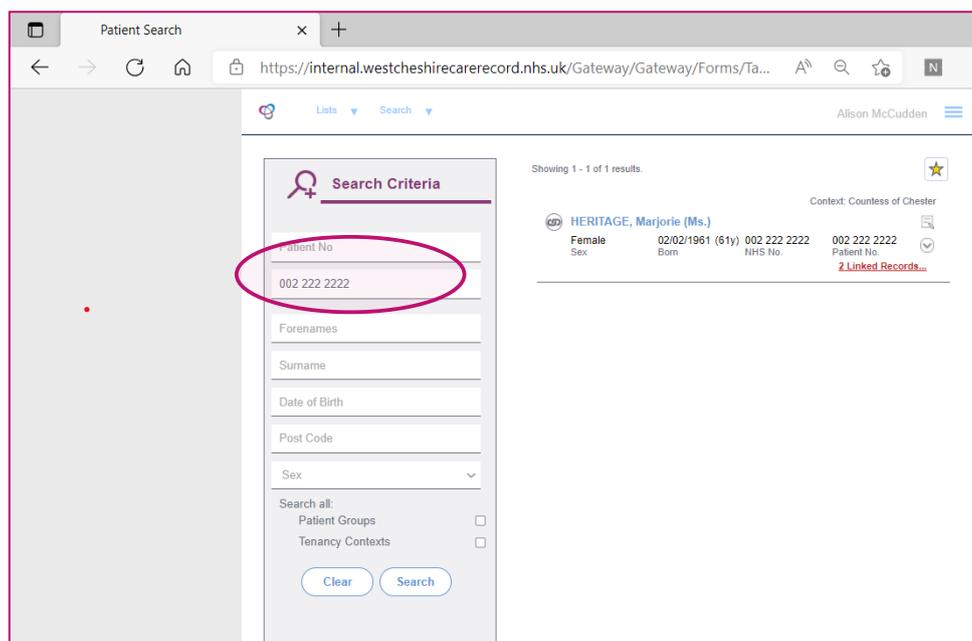


Logging in to the Cheshire Care Record via URL/Desktop Icon

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'.



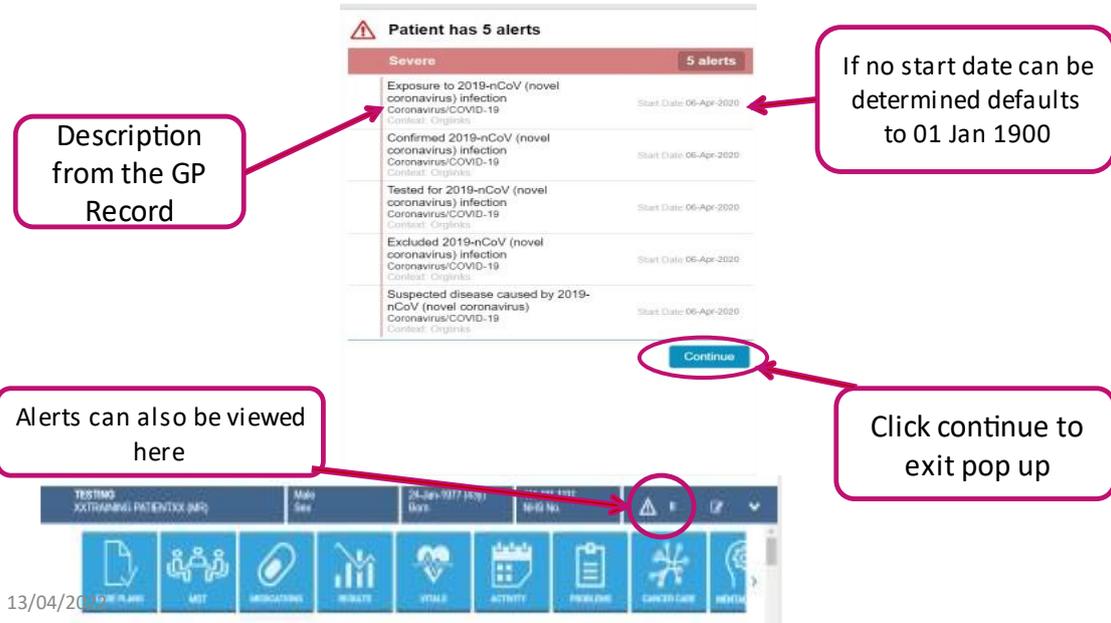
You will then need to search for your patient. To do this, use the ID field to enter the ID number of your patient (as shown below), before pressing the 'Search' button.



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

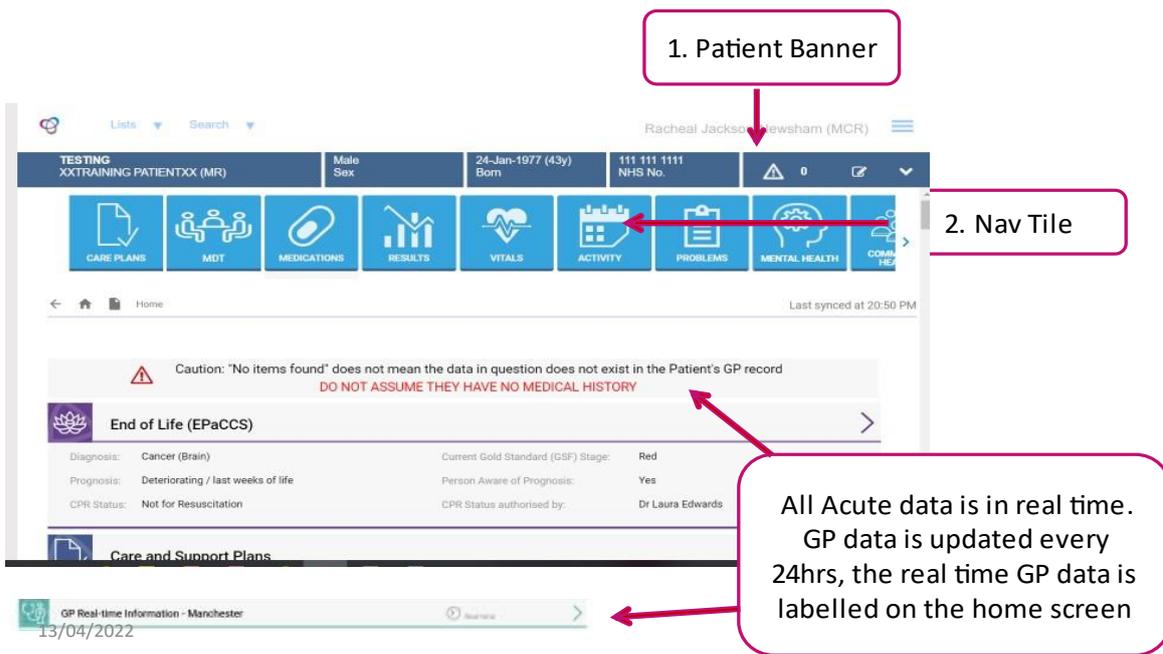
Severe	5 alerts
Exposure to 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context: Orglinks	Start Date 06-Apr-2020
Confirmed 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context: Orglinks	Start Date 06-Apr-2020
Tested for 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context: Orglinks	Start Date 06-Apr-2020
Excluded 2019-nCoV (novel coronavirus) infection Coronavirus/COVID-19 Context: Orglinks	Start Date 06-Apr-2020
Suspected disease caused by 2019-nCoV (novel coronavirus) Coronavirus/COVID-19 Context: Orglinks	Start Date 06-Apr-2020

Callouts:

- Description from the GP Record
- If no start date can be determined defaults to 01 Jan 1900
- Alerts can also be viewed here
- Click continue to exit pop up

Patient Record Landing Page

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



1. Patient Banner

2. Nav Tile

Caution: “No items found” does not mean the data in question does not exist in the Patient’s GP record
DO NOT ASSUME THEY HAVE NO MEDICAL HISTORY

End of Life (EPaCCS)

Diagnosis: Cancer (Brain)	Current Gold Standard (GSF) Stage: Red
Prognosis: Deteriorating / last weeks of life	Person Aware of Prognosis: Yes
CPR Status: Not for Resuscitation	CPR Status authorized by: Dr Laura Edwards

Care and Support Plans

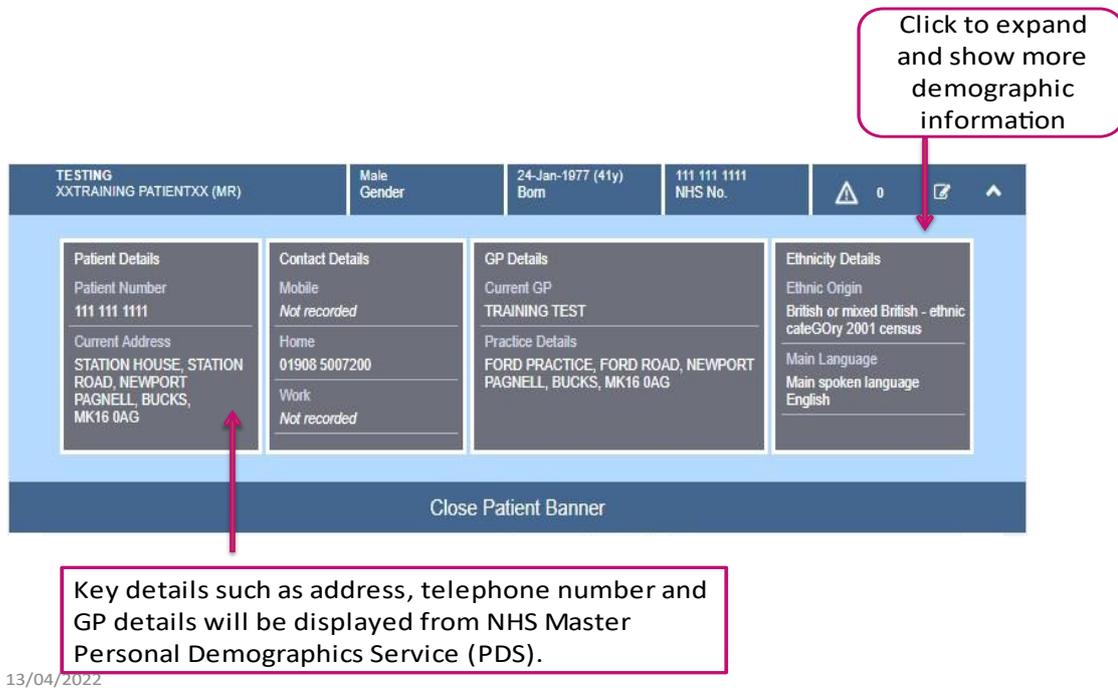
GP Real-time Information - Manchester
13/04/2022

Callouts:

- All Acute data is in real time. GP data is updated every 24hrs, the real time GP data is labelled on the home screen

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



Click to expand and show more demographic information

TESTING XXTRAINING PATIENTXX (MR)	Male Gender	24-Jan-1977 (41y) Born	111 111 1111 NHS No.	0
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Patient Details Patient Number 111 111 1111 Current Address STATION HOUSE, STATION ROAD, NEWPORT PAGNELL, BUCKS, MK16 0AG	Contact Details Mobile Not recorded Home 01908 5007200 Work Not recorded	GP Details Current GP TRAINING TEST Practice Details FORD PRACTICE, FORD ROAD, NEWPORT PAGNELL, BUCKS, MK16 0AG	Ethnicity Details Ethnic Origin British or mixed British - ethnic category 2001 census Main Language Main spoken language English
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Close Patient Banner

Key details such as address, telephone number and GP details will be displayed from NHS Master Personal Demographics Service (PDS).

13/04/2022

Navigation Tiles

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



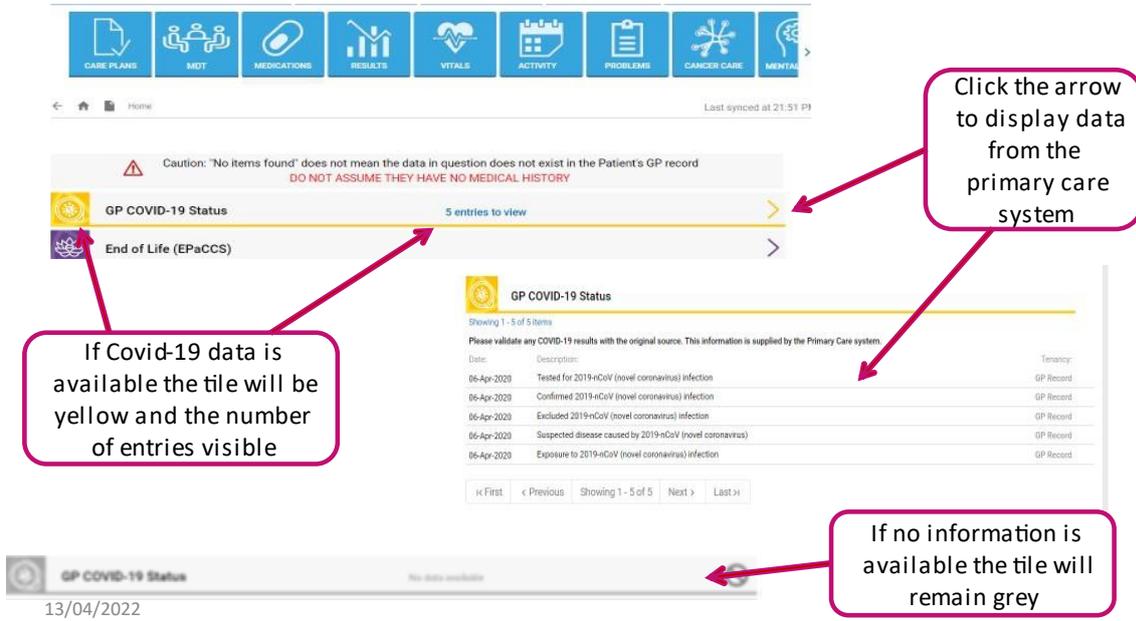
TESTING XXTRAINING PATIENTXX (MR)	Male Gender	24-Jan-1977 (41y) Born	111 111 1111 NHS No.	0
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 MEDICATIONS	 RESULTS	 VITALS	 ACTIVITY	 PROBLEMS	 MENTAL HEALTH	 SOCIAL CARE	 GP INFORMATION
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Click the arrow to show more Nav Tiles

Patient Landing Page

Covid-19 Tile



Click the arrow to display data from the primary care system

If Covid-19 data is available the tile will be yellow and the number of entries visible

If no information is available the tile will remain grey

GP COVID-19 Status 5 entries to view

End of Life (EPaCCS)

GP COVID-19 Status

Showing 1 - 5 of 5 items

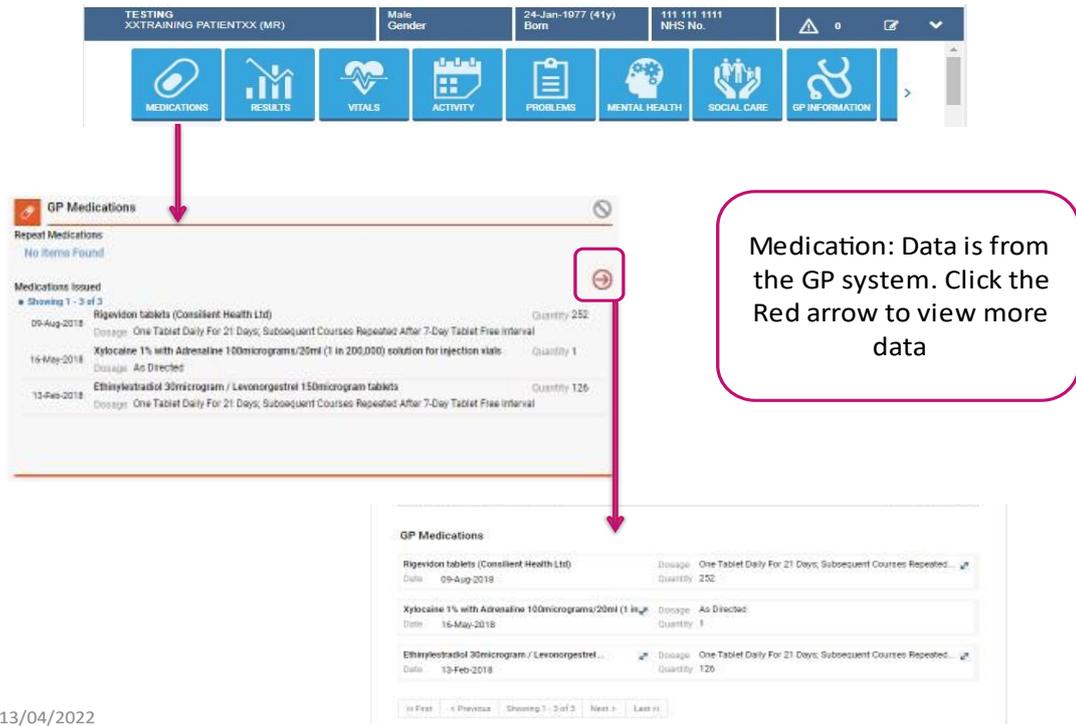
Please validate any COVID-19 results with the original source. This information is supplied by the Primary Care system.

Date:	Description:	Tenancy:
06-Apr-2020	Tested for 2019-nCoV (novel coronavirus) infection	GP Record
06-Apr-2020	Confirmed 2019-nCoV (novel coronavirus) infection	GP Record
06-Apr-2020	Excluded 2019-nCoV (novel coronavirus) infection	GP Record
06-Apr-2020	Suspected disease caused by 2019-nCoV (novel coronavirus)	GP Record
06-Apr-2020	Exposure to 2019-nCoV (novel coronavirus) infection	GP Record

GP COVID-19 Status

13/04/2022

Medications Tile



TESTING XXTRAINING PATIENTXX (MR) Male Gender 24-Jan-1977 (41y) Born 111 111 1111 NHS No.

MEDICATIONS RESULTS VITALS ACTIVITY PROBLEMS MENTAL HEALTH SOCIAL CARE GP INFORMATION

GP Medications

Repeat Medications
No items Found

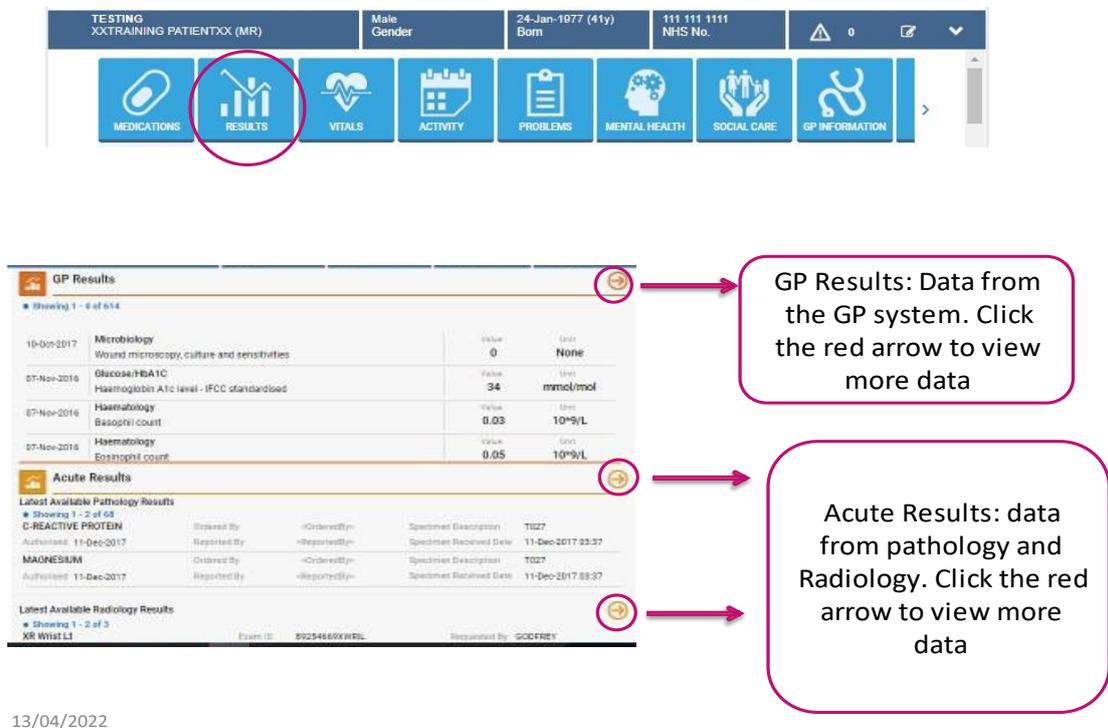
Medications Issued
Showing 1 - 3 of 3

Date	Medication	Dosage	Quantity
09-Aug-2018	Rigevidon tablets (Consilient Health Ltd)	One Tablet Daily For 21 Days; Subsequent Courses Repeated After 7-Day Tablet Free Interval	252
16-May-2018	Xylocaine 1% with Adrenaline 100micrograms/20ml (1 in 200,000) solution for injection vials	As Directed	1
13-Feb-2018	Ethinylestradiol 30microgram / Levonorgestrel 150microgram tablets	One Tablet Daily For 21 Days; Subsequent Courses Repeated After 7-Day Tablet Free Interval	126

Medication: Data is from the GP system. Click the Red arrow to view more data

13/04/2022

Results Tile



TESTING XXTRAINING PATIENTXX (MR) Male Gender 24-Jan-1977 (41y) Born 111 111 1111 NHS No.

MEDICATIONS RESULTS VITALS ACTIVITY PROBLEMS MENTAL HEALTH SOCIAL CARE GP INFORMATION

GP Results

Showing 1 - 4 of 614

Date	Test	Value	Unit
10-Oct-2017	Microbiology Wound microscopy, culture and sensitivities	0	None
07-Nov-2016	Glucose/HbA1C Haemoglobin A1c level - IFCC standardised	34	mmol/mol
07-Nov-2016	Haematology Basophil count	0.03	10 ⁹ /L
07-Nov-2016	Haematology Eosinophil count	0.05	10 ⁹ /L

Acute Results

Latest Available Pathology Results
Showing 1 - 2 of 68

Test	Ordered By	Reported By	Specimen Description	Specimen Received Date
C-REACTIVE PROTEIN	<OrderedBy>	<ReportedBy>	T027	11-Dec-2017 23:37
MAGNESIUM	<OrderedBy>	<ReportedBy>	T027	11-Dec-2017 23:37

Latest Available Radiology Results
Showing 1 - 2 of 3

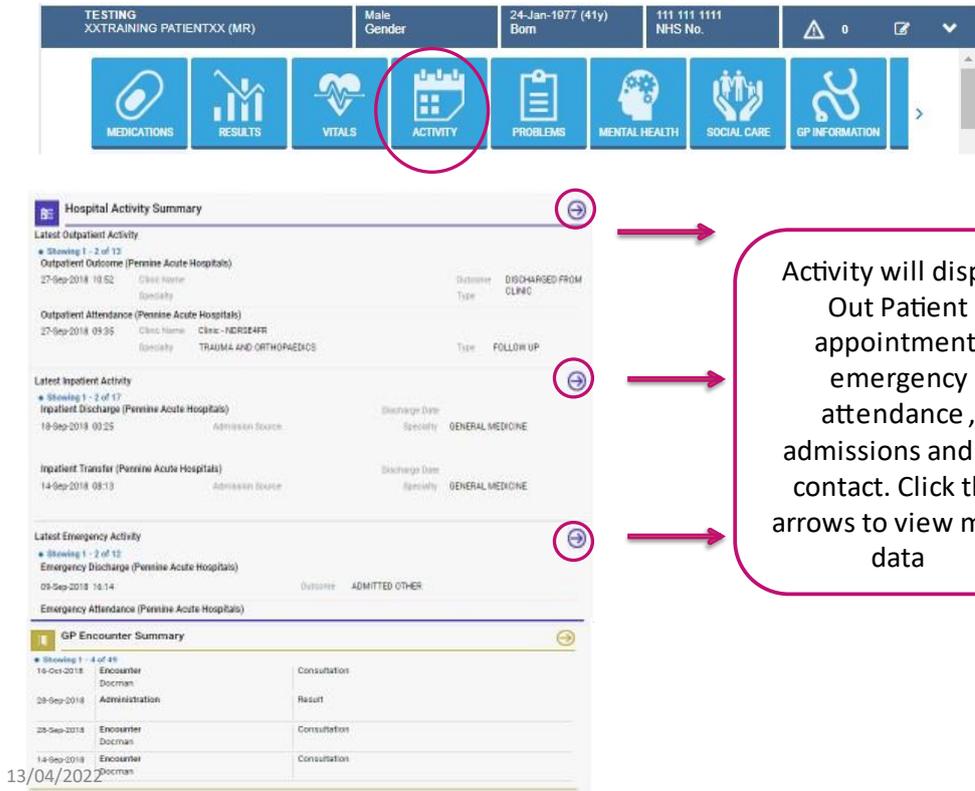
Test	Order ID	Requested By
XR Wrist LT	86234460008DL	GODFREY

GP Results: Data from the GP system. Click the red arrow to view more data

Acute Results: data from pathology and Radiology. Click the red arrow to view more data

13/04/2022

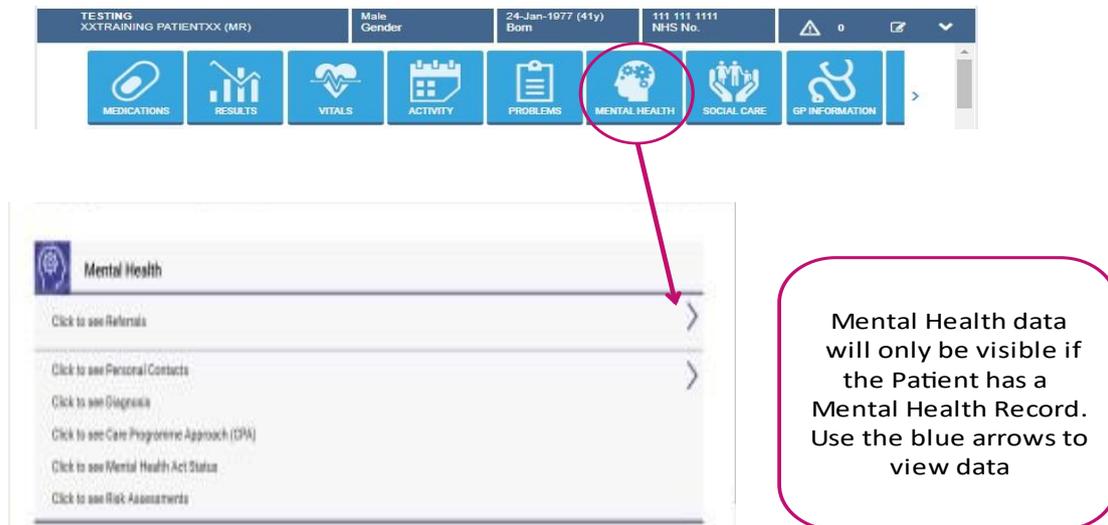
Activity Tile



Activity will display Out Patient appointment, emergency attendance, admissions and GP contact. Click the arrows to view more data

Date	Encounter	Docman	Consultation
16-Oct-2018	Encounter	Docman	Consultation
28-Sep-2018	Administration		Result
28-Sep-2018	Encounter	Docman	Consultation
14-Sep-2018	Encounter	Docman	Consultation

Mental Health Tile



Mental Health data will only be visible if the Patient has a Mental Health Record. Use the blue arrows to view data

Social Care Tile



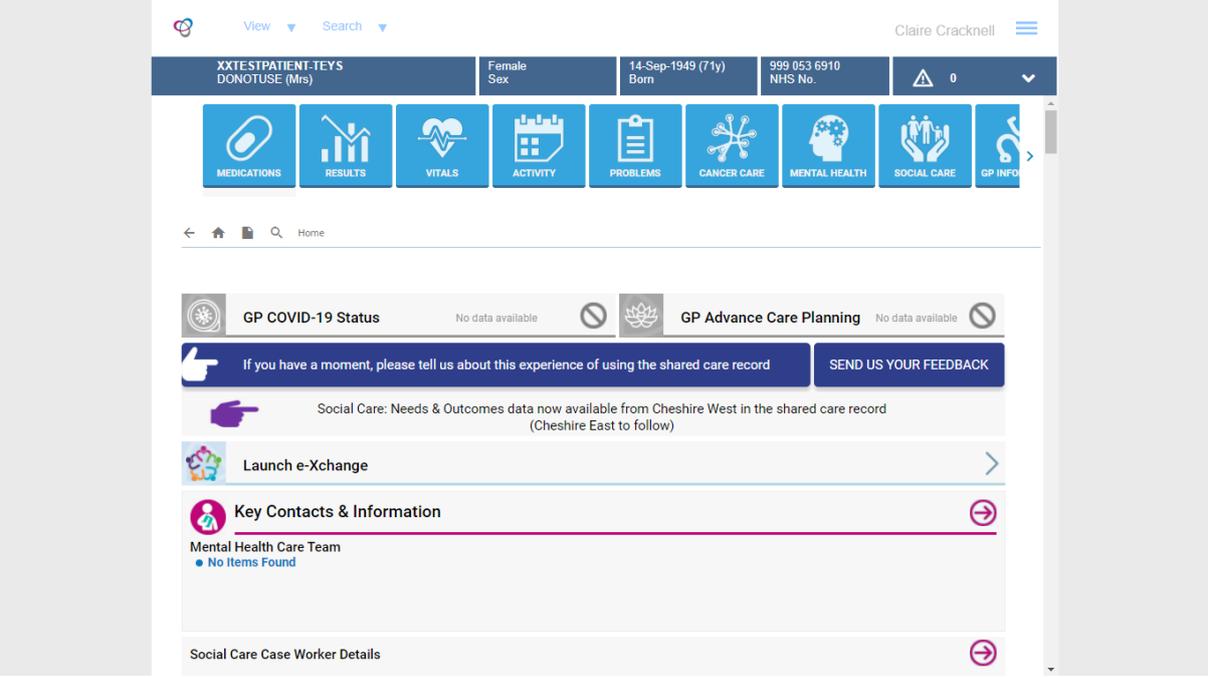
These screen shots show the principles of how to navigate the system using the navigation tiles and expander arrows. There are many more tiles and further information contained within the Cheshire Care Record to assist with an individuals' direct care.

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):




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 [Cheshire Care Record website](#), [Twitter page](#) or [watch a tutorial on YouTube about how to use the platform](#).

Share2Care

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

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.