

Hertfordshire and West Essex

Shared Care Record

Hertfordshire and West Essex Shared Care Record User Guide from 22 January 2025

Overview:

The technology used to create the Hertfordshire and West Essex Shared Care Record is called the Health Information Exchange (HIE), provided by:



Formally known as 

The HIE creates an up-to-date summary view of an individual's health and care record from multiple record systems. As the system is read-only, you cannot change or record information while using the HIE.

Accessing the HIE: The HIE is opened from within the patient/service user record in your local system. The name displayed on the link/button to open the HIE will differ depending on your local system.

Examples include:

- Cerner HIE (Alex Health)
- Portal Cerner new HI (EMIS)
- Shared Care Record (PARIS)
- HIE (Cerner Millennium)
- hweuk.cernerhie.org... (SystemOne)

1. DEMOGRAPHICS AND TOOLBAR

Basic demographic information is viewable at the top of the screen.

Click '**Menu**' and tick '**Show partners status**' to see the status of each *external* data feed providing data to the HIE.



DUNCAN, KEREVA
NHS No 966 097 9622 Gender Male Born 28/02/1979 (45y) Phone 02041 526396

Source MRNs (28) Partners finished loading: 29/29 Filters Menu

There is information in the Alerts widget

Source	Status	Source	Status	Source	Status
BLMK Intersystems	N/F	Cambridge Epic	N/F	HPFT	OK
One London	OK	One London BOB - OUH	OK	MIG	OK
One London NCL - Royal Free RNOH	OK	One London NCL - Royal Free TPP	OK	One London NCL - Royal Free UCLH	OK
One London NEL - Barts BHRUT	OK	One London NEL - Homerton	OK	One London NEL - Homerton Adastr	OK
One London NWL - Imperial & ChelW	OK	One London SEL - Lewisham & Green	OK	One London SNEE - We	OK
One London SWL - Kingston	OK	TPP Community	OK	West Suffolk	OK
West Suffolk Essex Partnership Univer	N/F	West Suffolk MIG	OK	West Suffolk Norfolk & Suffolk Foundat	N/F
West Suffolk TPP	N/F				

Timeframe Results Layout Sources Encounters

All Records All Records Automatic All Sources All Encounters Page Search

Menu options:

- Reload partners
- Collapse all tables
- Expand all tables
- Reset View to System Defaults
- News and updates
- ☐ Show source MRNs
- ☒ Show partners status
- ☒ Show filters
- ☒ Show Disclaimer

New - The demographic bar will now always be viewable to improve safety.

Please note this will not include local partner organisations who are directly connected to the HIE.

OK means the available data has loaded

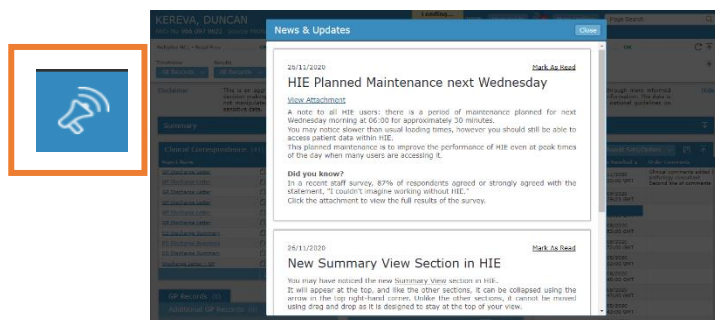
N/D means patient found but no data available

N/F means patient not found

F stands for failed – data has not loaded

Click **Source MRNs** (Mated Relay Node) to launch a list of source records and their respective patient identifiers (for example hospital number), that have been matched to form the HIE record.

News Feed: The loudspeaker icon will show local messages which can be marked as read/unread by the user. Please look here for important messages about updates and events such as planned downtime or the availability of information.



Disclaimer: A reminder that the HIE is not the full patient record and will not contain all information about a patient/service user. It should therefore be used appropriately as an additional tool to support decision making.

Disclaimer	This is an aggregated view of information obtained from participating health and care providers. It is intended to support optimal care through more informed decision making. It is not intended to replace the person's health or care record(s) nor is it guaranteed to encompass all current or historical information. The data is not manipulated, its validity is determined by the accuracy/quality of original documentation and it may be subject to exclusions as per national guidelines on sensitive data.	Hide
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Page Search: Use this field to search the HIE record for specific words or items. If the search term is found, it will be highlighted in yellow in the sections below once filtering is complete.

Note the option to include reports (documents) in the search. To clear the search, click 'x'.

PLEASE NOTE: Using the search function will filter the data in the HIE to just the search results, therefore remember to clear the search afterwards to restore all other data.

Filters: You can adjust the view of the data available by timeframe, partners ('Results'), source, or encounter. Filtering by **source** is an effective way to find information from one provider. For example, from a specific hospital.

PLEASE NOTE: Filters are stored for the next time you access the HIE so make sure to reset them using the **Reset** button.

The layout drop-down allows you to change the number of columns used to present the information from one column to three.

User preferences

Timeframe

All Records

Results

All Records

Layout

Automatic

Sources

All Sources

Encounters

All Encounters

Reset

Widgets It is possible to personalise your view by using drag and drop to re-arrange the layout of the sections as well as choosing the number of columns shown in screen from 1-3 using the **Layout** filter.

The HIE will retain these preferences each time it is opened.

2. SECTIONS

Clinical Correspondence (24/24)

Details

Report Name

Performed by

Date Completed

Status

Source

Rheumatology Clinic Letter

Da Costa Mendes, Richard

06/01/2019

Completed

..3.57.3

ED Depart Summary

Da Costa Mendes, Richard

02/01/2019

Completed

..3.57.3

Depart Summary

Da Costa Mendes, Richard

15/10/2018

Completed

KHNFT

Discharge Letter - GP

Balakrishnan, Venkatesh

10/10/2018

Completed

KHNFT

Oncology OP Referral

15/07/2018

Completed

UKFSI

Outpatient Letter

ZZG2SR, Author,

26/08/2016

Completed

Royal London

Discharge Summary

Train, Doctor32

03/08/2016

Completed

HOMR

Discharge Summary

Paul, Michael

01/08/2016

Completed

HOMR

Annals

John, Toshev

01/07/2015

Completed

BLT

925061088

16/01/2015

Preliminary

NEWH

Lab results (315/315)

Details

Allergy

Category

Reaction

Severity

Reaction type

Status

Date

Adverse reaction to

Active

01/01

Visits (19/19)

Summary

Location

ADM Date

Source

EMISWebCRL 50005

25/12/1991

MIG

EMISWebCRL 50005

23/02/1995

MIG

Cardiology Cardiology at Chapel Allerton Hospital

21/01/1998

MIG

EMISWebCRL 50005

09/01/2002

MIG

Chapel Allerton Hospital

12/12/2003

MIG

Cardiology Cardiology at Chapel Allerton Hospital

19/01/2004

MIG

Unknown Consultant at Chapel Allerton Hospital

01/09/2006

MIG

Audiology Audiology at Chapel Allerton Hospital

28/02/2007

MIG

Royal Free

04/01/2011

Royal London

Medications (14/14)

Medication

Levothyroxine sodium 25microg

Information is displayed in sections (also known as widgets).
New – Widgets are now all expanded and visible by default. Preferences can still be retained to suit the user.

covid

Search Also in Reports

Darker blue sections contain information and can be expanded or collapsed by using the up/down arrow in the top right-hand corner. Sections can be maximised by clicking the diagonal expand button in the top right corner.

Community (5)	Encounters (529)	Blood Sciences (1043)
Social Care (2) Report Name Professional Involvements Risks Performed by Date Completed Source	Future Appointments (2) Appointment Date/Time Appointment Type Speciality Source	GP Records (21) Additional GP Records (0) Radiology (142) Vital Signs (461/519)
Problem List (218) All Results (218) Problem Status Date Onset Source	Allergies & Adverse Reactions (88) Allergy Severity Date Onset Source	Cellular Pathology (34) Report Name Date Completed Status Order Comments
Chronic Problems Abdomen and pelvis(Confirmed) Abdominal pain Abscess	A-CYS Life Threatening Aactizinc Moderate acebutolol: acebutolol Datatype(AL1.4)- N/A 05/10/2021 NNUH	Alk phos level, blood 24/04/2020 00:00:00 Completed Clinical History 28/11/2023 Completed

The view can be changed using the drop-down box at the top of the section. For example, from **Summary** view to **Detail** view.

Community (5)	Encounters (492) Details
Social Care (2) Report Name Performed by Date Completed Source	Location Location Details Encounter Types Speciality Reason
Professional 30/12/2024 BEXASC	Surbiton Health Centre Follow-Up Appointment Podiatry (Foot Health) Ad

New – Encounter types’ and ‘Future Appointments’ now have a ‘Specialty’ column added with readable text.

Encounter Types	Speciality	Reason For Visit
Ward Visit	Urgent Care	Liaison

New – SD (Start Date) and ED (End Date) have now been added detailing the date where the relationship between the prescribed person/service users began and ceased.

Contacts (1) Name Relationship Organisation Start Date End Date Source
Barry, Guinan, Care Coordinator TAVI TAVI

Press the page numbers at the bottom of the section for more results. All sections are ordered chronologically by default with the most recent data item first and always display the source of the information. However, clicking on column headers can alter the display. Clicking on a line of information will open more detail or hovering over items will trigger a tooltip to display with the additional information.



Types of section and information provided


The HIE creates a read-only view of information from multiple host record systems that send different information to the HIE in different ways.

PLEASE NOTE: The same type of information sent by different organisations may be presented in different ways and appear in different sections. Information from some organisations will only be available from the date that their record system connected to the HIE. There will be no information about care provided before this point.

Section type 1 – Structured data

Some sections contain structured data which shows directly as a list of items mapped to a relevant section. Examples include **Visits**, **Appointments**, **Problems**, **Allergies** and **Procedures**. The majority of structured data come from acute providers.

Problem List (218) All Results (218)  			
Problem	Status	Date Onset ▲	Source
Chronic Problems			
Abdomen and pelvis(Confirmed)	Active		ICHT, CHELWEST
Abdominal pain	Active		STGH
Abscess	Active		STGH
Acne vulgaris(Confirmed)	Active		LGT
Acute headache	Active		HOMR
Asthma	Active		STGH

Medications (29) Summary  			
Medication	Status	Last Issued	Source ▼
haloperidol	Ordered	02/11/2023 17:15:00	LGT
Warfarin	Ordered	02/11/2023 17:18:00	LGT
Salbutamol Easyhaler dry powder inhaler 100micrograms/dose DPI	Ordered	02/11/2023 17:17:00	LGT
bisoprolol	Ordered	02/11/2023 17:15:00	LGT
zidovudine	Ordered	02/11/2023 17:19:00	LGT

PLEASE NOTE: Individual sections are not a complete list of information from all providers. Additional data may be found within reports or documents (particularly within **GP Records**), that is not displayed within these sections.

For example, the **Medications** section may contain the medication data provided by one or more acute provider. However, the most current medications for an individual are likely to be found within the **GP Records** section. Additional medications may also be found in other documents such as hospital discharge summaries found in the **Clinical Correspondence** section.

Prescribed vaccinations and allergies are other examples of important information that is likely to be found within **GP Records** as well as within structured data sections.

Section type 2 - HTML format/unstructured: The data is presented as it is sent by the source system as a single report, with sections. Click

the document and navigate through the content which may be stored in tabs and on more than one page. Commonly **GP Records, Community Health and Mental Health** sections exist in this way.

GP Records (22)Additional GP Records (0)

Summary

Report Name	Performed by	Date Completed	Source
Risks/Warnings		31/12/2024 11:22:18	E5
Examinations		31/12/2024 11:22:18	E5
Supportive Care		31/12/2024 11:22:18	E5
Problems		31/12/2024 11:22:18	E5
Investigations		31/12/2024 11:22:18	E5
Events		31/12/2024 11:22:18	E5
Procedures		31/12/2024 11:22:18	E5
FPaCCs Plus Frailty		31/12/2024 11:22:17	E5

NHS No 966 097 9622 Gender Male Born 28/02/1979 (45y)

Please note the patient data being viewed may not be the complete patient record. For a detailed list of the clinical codes included please [click here](#).

Current Problems

Onset	Observation Detail
11-Jan-2024	Nut allergy
07-Dec-2023	Asthma : test text
07-Dec-2023	Allergy to penicillin : test text
15-Nov-2022	Blood sample taken : test
03-Oct-2022	Protein electrophor. abnormal : test
03-Oct-2022	Urinalysis = abnormal : test
03-Oct-2022	Gluten intolerance : test
29-Sep-2022	Full blood count borderline : Hb 102
29-Sep-2022	Vitamin D deficiency
28-Sep-2022	Adverse reaction to penicillins : Facial swelling + rash

Section type 3 - Documents: These sections contain documents which must be clicked to open. Once opened, navigate to the next document in the list by clicking the right arrow. Typical sections that function this way are **Clinical Correspondence and Radiology**.

Radiology (12)Summary

Report Name	Date Completed	Ordering Clinician	Source
XR Ankle Lt		O'Riordan, Dermot	WSH
XR Chest		Test, ClinicalPract03 Explicit	WSH
XR Chest		Test, ClinicalPract03 Explicit	WSH
US Obstetric detailed anatomy scan	07/12/2022 00:00:00	Redla, Sri	TPAHNT
US Obstetric detailed anatomy scan	13/10/2022 00:00:00	Redla, Sri	TPAHNT
US Obstetric doppler study	13/10/2022 00:00:00	Redla, Sri	TPAHNT
US Guided amniotic fluid infusion	10/10/2022 00:00:00	Redla, Sri	TPAHNT
MRI Thorax			

DUNCAN, KEREVA

NHS No 966 097 9622 Gender Male Born 28/02/1979 (45y)

Report NameMRI Thorax
Date Completed08/08/2022 09:30:00
StatusCompleted
Order Comments
Ordering Clinician
SourceWest Hertfordshire Hospitals NHS Trust

MRI Thorax
Patient Attended Date: 08/08/2022 09:30
Clinical History :
CLINICAL INFORMATION: Test
REFERRING CLINICIAN: Mr Jafar Qayji : C359525 NHS Consultant Number NONGP
ENTERED BY: Kevin Tsang : PRSHL
MRI Thorax :
This is another test report.
AP/PA (delete as appropriate) film.
Comparison is made with the previous film(s) of "...no previous films for comparison. (delete as appropriate).
The chest x-ray is adequate and the NG tube can be seen bisecting the carina and remaining in the midline to the level of the diaphragm. The tip of the nasogastric tube is visible below the diaphragm and is at least 10cm beyond the gastro-oesophageal junction.
Confirmed that this tube is in a safe position to commence feeding.
ABR ALERT **
THIS REPORT CONTAINS URGENT AND/OR UNEXPECTED FINDINGS AND SHOULD BE BROUGHT TO THE ATTENTION OF THE REFERRING CLINICIAN IMMEDIATELY ON RECEIPT.
(CONSULTANT UPGRADE (CUT)
In view of the above findings an urgent CT chest and upper abdomen will be arranged for the patient. In the meantime a 2 week wait referral to the chest team is suggested.
Copy of this report to be forwarded to the appropriate CT department, (Watford or Hemel Hempstead), the lung CNS nurses, (wherts-tr.LungCancerCNS@nhs.net), and the lung M.D.7 co-ordinator (wherts-tr.Cancerservice@nhs.net).
** endop *****

PLEASE NOTE: Some reports or documents that can't be mapped to an appropriate section/widget may be found in the **Miscellaneous Reports** section.

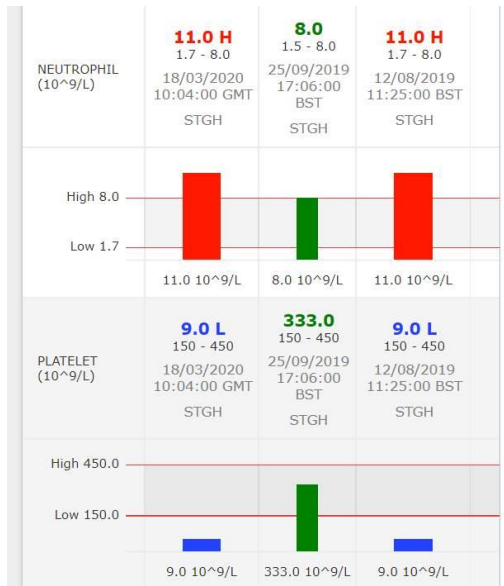
1. Results data

Some sections which contain results data have additional options to display the results in different ways:

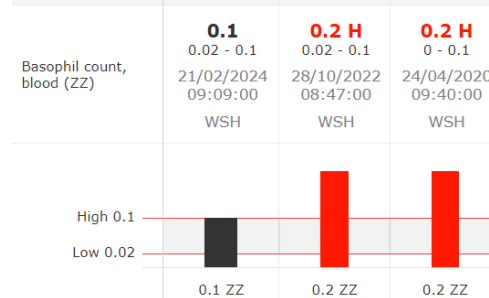
Result Sets/Orders displays results grouped by the tests that were ordered as a set.

Blood Sciences (76) Result Sets/Orders			
Order Name	Date Resulted	Order Comments	Ordering Clin
FBC	24/04/2020 09:40:00		O'Riordan, D
Full Blood Count	28/10/2022 08:47:00		Suresh, Moh
CELL COUNT	28/03/2023 09:00:00		MIDWIFE CONSULTANT

Within '**Graph view**', click on an item to create a graph of the results over time.



Query as this is not what is now showing. Our graph is in black and red. GF raising a SR.



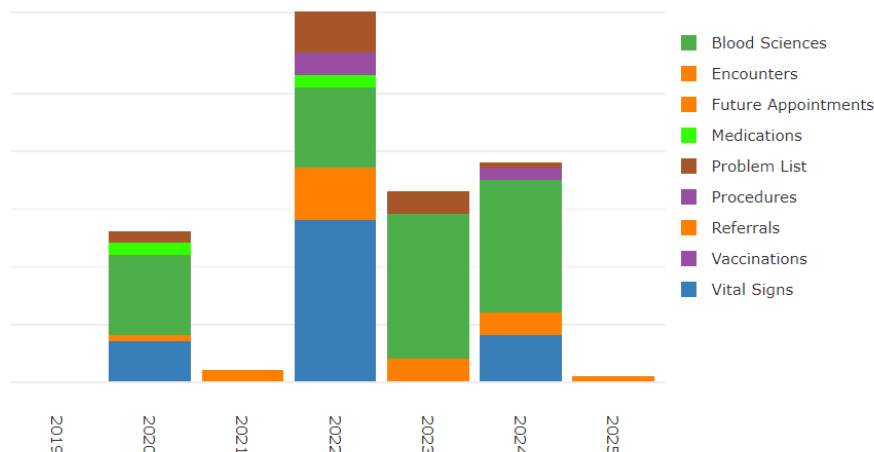
Results information may be shown with the following colour-coding:

Red = higher or lower than the normal range
Black/Green = within the normal range

PLEASE NOTE: The units of measurement and normal ranges will be set by the organisation providing the data.

2. Timeline section

This provides a visual overview of the patient/service user's interactions with those healthcare partners that have loaded. Clicking one of the bars in the timeline zooms in and filters the data according to the timeline. Click '**Reset filters**' to reload all data for the patient/service user.



3. Printing and recording information

PLEASE NOTE: There is no print facility within the Shared Care Record. Users should not print or take screen shots of the information within the Shared Care Record as this creates risks around data security, record duplication and out-of-date information being used.

When recording information in your own record system, please consider other users. For example, by not using abbreviations that would not be understood by colleagues in other services.

4. How the HIE matches records

The HIE works by searching multiple record systems (from each connected partner organisation) for matching records and presenting the available data to the user. Name, date of birth, address, NHS number and other pieces of demographic information are used to match records.

PLEASE NOTE: When a record in a partner organisation's system has incomplete or incorrect demographic data, for example no NHS number, there is a very small risk of an incorrect match being made. This would result in incorrect data being displayed within the Shared Care Record. Users should be aware of this risk and check information with the patient/service user where possible.