

Hertfordshire and West Essex

# Shared Care Record

## Internal Bulletin

### Change to the display of Community & Hospice Information in the HIE

6th March 2023

#### BACKGROUND

The Hertfordshire and West Essex Shared Care Record uses technology called the Cerner Health Information Exchange (HIE) to create a real-time summary of information from health and social care providers. This allows front-line staff to make better informed decisions more easily, saves time, prevents duplication, and increases safety.

#### UPDATE TO THE DISPLAY OF COMMUNITY AND HOSPICE INFORMATION

From 7th March 2023, the way information is displayed in the HIE by community providers and hospices is changing. Hospices and community providers, including Central London Community Healthcare NHS Trust, Hertfordshire Community NHS Trust and Essex Partnership University NHS Foundation Trust, share coded information from their record system, TPP SystemOne into the HIE.

#### BEFORE THE UPDATE

Each hospice or community service that a patient/service user is registered to, displays information as ten separate reports.



Report Name	Performed by	Date Completed	Source
Administrative Items		22/02/2023	HBU
Allergies and Adverse Reactions		22/02/2023	HBU
Clinical Items		22/02/2023	HBU
Encounters		22/02/2023	HBU
Immunisations		22/02/2023	HBU
Medications		22/02/2023	HBU
Observations		22/02/2023	HBU
Problems and Issues		22/02/2023	HBU
Referrals		22/02/2023	HBU
Summary		22/02/2023	HBU

For example, if a patient is registered to a hospice and is receiving care from three community teams such as Diabetes, Nutrition & Dietetics, and Podiatry services, forty documents would be displayed in the community section of the HIE (4 services x 10 documents).

The large number of reports has been difficult for users to navigate and created performance issues for TPP. Therefore, a change is being put in place so that the ten documents will be combined into one per service.

### AFTER THE UPDATE

Going forward, each service will display information combined into one report titled 'All Views'. The report will contain ten headings, in line with the previous structure.

Report Name	Performed by	Date Completed ▲	Source
<a href="#">All Views</a>		22/02/2023	TMH

As before, hover over an entry to see the detail of the source (which service has contributed the report), and click on the blue link to open the report.

Where individuals are receiving care from multiple services the new structure will make information easier to navigate. However, individuals with large records will have a document spanning multiple pages that users will need to scroll through.

There is no change to the display of information from GP practices who use TPP SystemOne.

### MORE INFORMATION:

[Overview of the Hertfordshire and West Essex Shared Care Record](#)

[FAQs for health and care professionals](#)

[Training videos and resources](#)

[Data sets shared by each partner organisation](#)