



London Digital Transformation Update

- May 2023

- The London Care Record is an information-sharing platform integrated into clinical systems across London's health and care economy.
- It is supporting the transformation of care pathways across the following care settings:

<p>Primary Care</p>	<p>Secondary Care</p>	<p>Community Care</p>	<p>Mental Health</p>	<p>Social Care</p>
<p>Directly integrated into EMIS and TPP</p> <p>Supports transfer of care from other care settings</p>	<p>Directly Integrated with Cerner, Epic and other systems</p> <p>Enables tertiary referrals, safer and more efficient care</p>	<p>Directly integrated with Rio and SystemOne</p> <p>Supports the ability to share information between care settings</p>	<p>Directly integrated with Advanced, Rio and SystemOne</p> <p>Enables cross pathway management</p>	<p>Accessed directly within social care</p> <p>Supports the transfer of care between care settings</p>

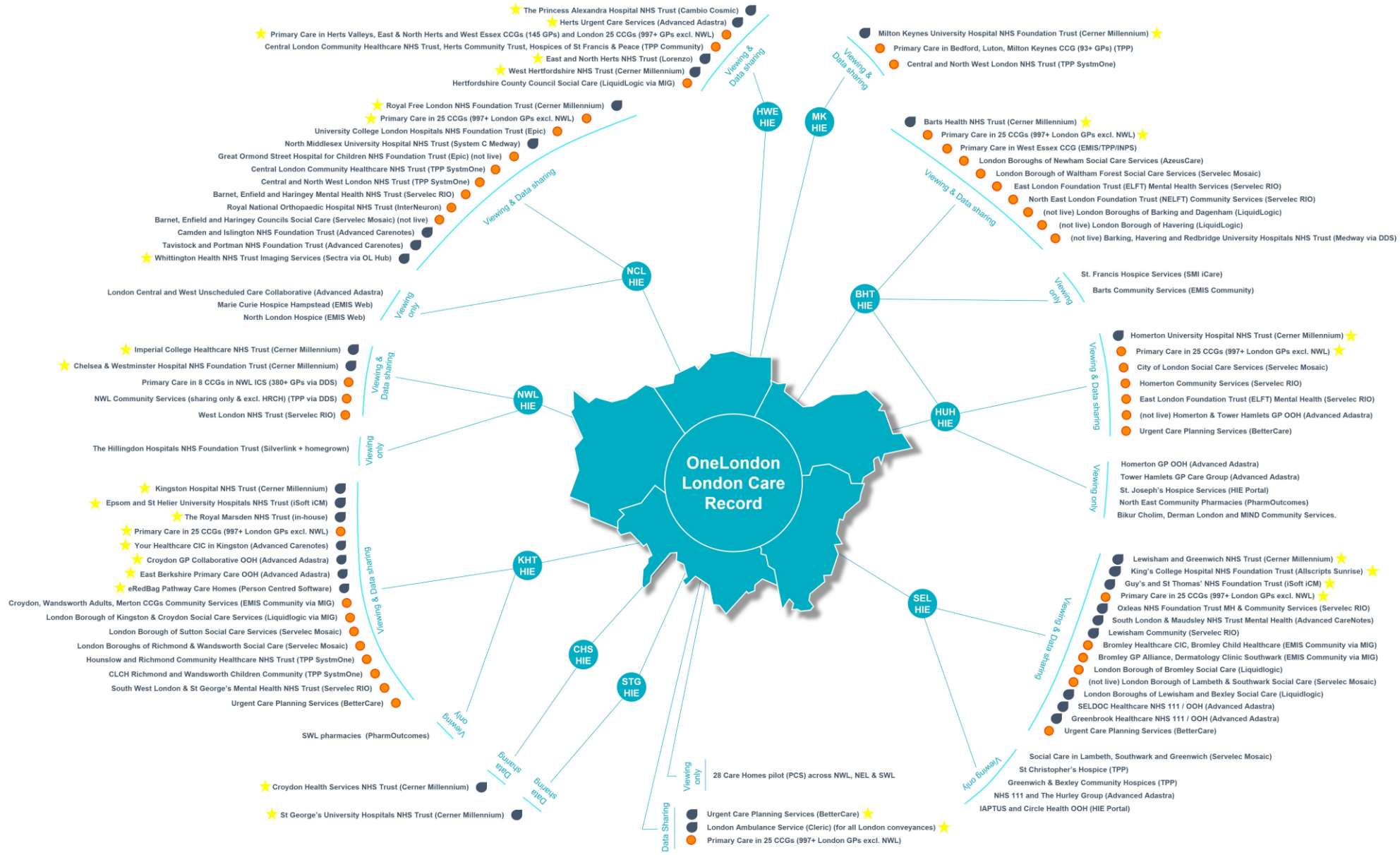
How the London Care Record and the OneLondon programme is structured

Level	Description
1	Sharing of information. Provides a portal or integration that can be accessed through existing IT systems. Allows <u>unstructured</u> information and image / report sharing.
2	<u>Structured</u> collation and presentation of information. Provides the ability to share data between care settings, trend results and is the platform for analytics.
3	Patient access to their information. Allows the patient to access and contribute towards their patient record. Supports bi-directional communication with care providers.

Our current technology landscape

Level	Description
1	<p data-bbox="621 348 2435 462">Cerner - Health Information Exchange (HIE)</p> <p data-bbox="621 491 2435 668">Provides the portal and the ability to exchange raw images, reports and pathology results across London.</p>
2	<p data-bbox="621 696 2435 811">London Health Data Strategy (Microsoft Azure, SQL, Snowflake)</p> <p data-bbox="621 839 2435 1016">Provide a structured repository for information, enabling results to be collated and examined consistently for the purposes of analytics and research.</p>
3	<p data-bbox="621 1045 2435 1176">Patient Knows Best NHS App / Patient Access Epic - MyChart</p> <p data-bbox="621 1176 2435 1365">Provides the ability for patients to view and access their appointment information, request repeat prescriptions and communicate with their care provider(s).</p>

The London Care Record is highly complex – with lots of touchpoints



KEREVA, DUNCAN
Phone 02041 526396

NHS No 966 097 9622 Gender Male Born 26/02/1979 (43y)
User Guide 5 Source MRNs (21) Partners finished loading: 22/22 Filters Menu

Urgent Care Plan (UCP) exists
There is information in the Alerts widget

Community Referral (3) Summary

Referred From	Referred To	Initiated On	Source
General Medical Practitioner	ADOLESCENT North and West Team	10/11/2021 00:00:00	TAVI
General Medical Practitioner	Lifespan	30/08/2020 00:00:00	TAVI
GENERAL MEDICAL PRACTITIONER	Test Community Team	16/07/2019 15:49:00	CANDI

Contacts (0)

Name	Relationship	Organisation	Start Date	Source
------	--------------	--------------	------------	--------

GP Records (10) Summary

Report Name	Performed by	Date Completed	Source
Problems		12/01/2023 15:20:46	ES
Diagnosis		12/01/2023 15:20:46	ES
Summary		12/01/2023 15:20:45	ES
Events		12/01/2023 15:20:45	ES
Medications		12/01/2023 15:20:45	ES
Examinations		12/01/2023 15:20:45	ES
Investigations		12/01/2023 15:20:45	ES
SixatWarnings		12/01/2023 15:20:44	ES
Patient Details		12/01/2023 15:20:43	ES
Procedures		12/01/2023 15:20:41	ES

Shared Records Systems (1) Summary

Report Name	Source
Urgent Care Plan (Create/Edit)	UCP

Social Care (0)

Report Name	Performed by	Date Completed	Source
Urgent Care Plan (Create/Edit)			Urgent Care Plan

Clinical Correspondence (43) Summary

Report Name	Performed by	Date Completed	Source
Discharge Summary	INPATIENT, PHYSICIAN	06/12/2022 16:24:36	GSTT-EPIC
SLAM Discharge Notification Summary		28/11/2022 15:15:22	SLAMNFT
OPD Clinic GP Letter	Grey, Gavin	24/11/2022 15:57:00	HUH
Emergency Medicine Discharge Summary	Grey, Gavin	24/11/2022 15:25:00	HUH
GP Discharge Letter		19/10/2022 10:18:00	CHELWEST
GP Discharge Letter		18/10/2022 12:37:20	ICHT
PDF from HL7v2 Message		22/09/2022 11:56:50	MKFT

Medication	Status	Last Issued	Source
acebutolol acebutolol hydrochloride	Datatype(AL1.4)-NA	05/10/2021	MMUH
Adverse reaction to aspirin		17/06/2019	ES
Adverse reaction to penicillins		28/09/2022	ES
Albumin solution	Moderate	01/07/2019	HUH
Animal dander			ICHT
Aspirin	Moderate	30/04/2013	CHST
Banana	Moderate		MKFT
Boots Allergy Relief	Mild		WHHNT, RFL
Boots Allergy Relief	Datatype(AL1.4)-Mild		RFL
Celery	Moderate	01/09/2020	HUH

Medications (1) Summary

Medication	Status	Last Issued	Source
AMLodipine 10 mg tablet	Active		GAST(T

Past Meds (0) Meds Issues (0)

Medication	Status	Last Issued	Source
------------	--------	-------------	--------

Vaccinations (12) Summary

Immunisations	Date Given	Source
2019-nCoV (novel coronavirus) vaccination invitation SMS (short message service) text message sent	15/11/2022 00:00:00	ES
First hepatitis A and typhoid vaccination	28/09/2022 00:00:00	ES
influenza vaccine, inactivated	31/08/2022 15:34:00	MKFT
rabies vaccine, thick embryo cell	26/08/2022 09:29:00	MKFT
rabies vaccine, thick embryo cell	05/08/2022 13:29:00	MKFT
influenza vaccine, inactivated	05/08/2022 13:28:00	MKFT
rabies vaccine, thick embryo cell	29/07/2022 07:59:00	MKFT
influenza vaccine, inactivated	29/07/2022 07:58:00	MKFT
BCG	21/07/2022	GAST(T
Anthrax	22/06/2022	GAST(T

Protein	SARS CoV-2 (COVID-19) RNA RT-P	mg/L			
NOVEL CORONAVIRUS RNA	Positive				11/02/2022 17:00:00 SLAMNFT
FBC AND DIFFERENTIAL	MCHC (g/L)	320 g/L	320 - 360		26/01/2022 16:51:00 MMUH
FBC AND DIFFERENTIAL	Metamyelocytes	0.0% 0.00	0 - 0.01		26/01/2022 16:51:00 MMUH
FBC AND DIFFERENTIAL	MPV	12.0 fL	7 - 13		26/01/2022 16:51:00 MMUH

Cellular Pathology (6) Microbiology (63)

Details

Report Name	Date Completed	Status	Order Comments	Ordering Clinician	Source
Cytology Process	10/03/2021 08:18:00	Final		Ceasay M. J.	KCHRFT
Histology Process	10/03/2021 08:17:00	Final		Ceasay M. J.	KCHRFT
Cytology Process	19/02/2021 11:49:00	Final	testing 	Ceasay M. J.	KCHRFT
Histology Process	19/02/2021 11:49:00	Final	testing 	Ceasay M. J.	KCHRFT
Histology Process	18/02/2021 15:21:00	Final	testing 	Ceasay M. J.	KCHRFT
Cytology Process	15/02/2021 14:17:00	Final	testing 	z - Unknown From Link	KCHRFT
Histology Process	15/02/2021 14:16:00	Final	testing 	z - Unknown From Link	KCHRFT
HISTOLOGY SPECIMEN	25/07/2019 09:34:00	Completed			HUH

Radiology (36) Details

Details

Report Name	Date Completed	Status	Order Comments	Ordering Clinician	Source
US Obstetric detailed anatomy scan	07/12/2022 00:00:00	Completed		Redla, Sri	TPAHNT
US Doppler	17/10/2022 14:29:00	Completed		Fox, Kevin	ICHT
US Abdomen	17/10/2022 12:45:00	Completed		morgan T Naunton	CHELWEST
CT Abdomen	17/10/2022 12:16:00	Completed		Ashkan Sadighi	CHELWEST
US Obstetric detailed anatomy scan	13/10/2022 00:00:00	Completed		Redla, Sri	TPAHNT
US Obstetric doppler study	13/10/2022 00:00:00	Completed		Redla, Sri	TPAHNT
US Guided	10/10/2022	Completed		Redla, Sri	TPAHNT

KEREVA, DUNCAN
Phone 02041 526396

NHS No: 966 097 9622 Gender: Male Born: 28/02/1979 (43y)
Close

PATIENT

DK

KEREVA, Duncan (Mr)

28 Feb 1979 · 43y 10m NHS No: 966 097 9622

▲ Known allergies

▲ Patient alerts (6)

DNACPR

VIEWS ^

[Care plans and registries](#)
[Patient alerts](#)

CARE PLAN ×

Urgent Care Plan ⓘ

Last update: 24 Nov 2022, 12:38 · DAN BROWN

VIEWS

Summary

Plan management

CONTENT

- ✓ **Personal information (Demographic details)**
Last update: 28 Oct 2022, 15:54 · LGTEASTS^2.16.840.1.113883.3.7053.1
- ✓ **Personal information (Performance and Social)**
Last update: 5 Oct 2022, 10:29 · RALFLORESJCP^2.16.840.1.113883.3.6105
- ✓ **Personal information (Contacts)**
Last update: 24 Nov 2022, 12:20 · d.brown^2.16.840.1.113883.4.654
- ✓ **Advance decisions and statements**
Last update: 3 Aug 2022, 10:02 · LGTEASTS^2.16.840.1.113883.3.7053.1
- ✓ **Medications and allergies**

SUMMARY ×

Last update: less than a minute ago [Update now](#)

KEREVA, Duncan 28 Feb 1979 · 43y 10m NHS No: 966 097 9622
▲ Known allergies
▲ Patient alerts (6)
DNACPR

URGENT CARE PLAN SUMMARY

CPR Status: CPR not recommended

CPR decision	No
Clinical Recommendation	Treatment of any reversible conditions but only in the home/hospice setting: keep comfortable

Print DNACPR

Main diagnoses

- Main diagnosis - 1

Diagnosis category	Cancer - Primary site
Main diagnosis	Bladder

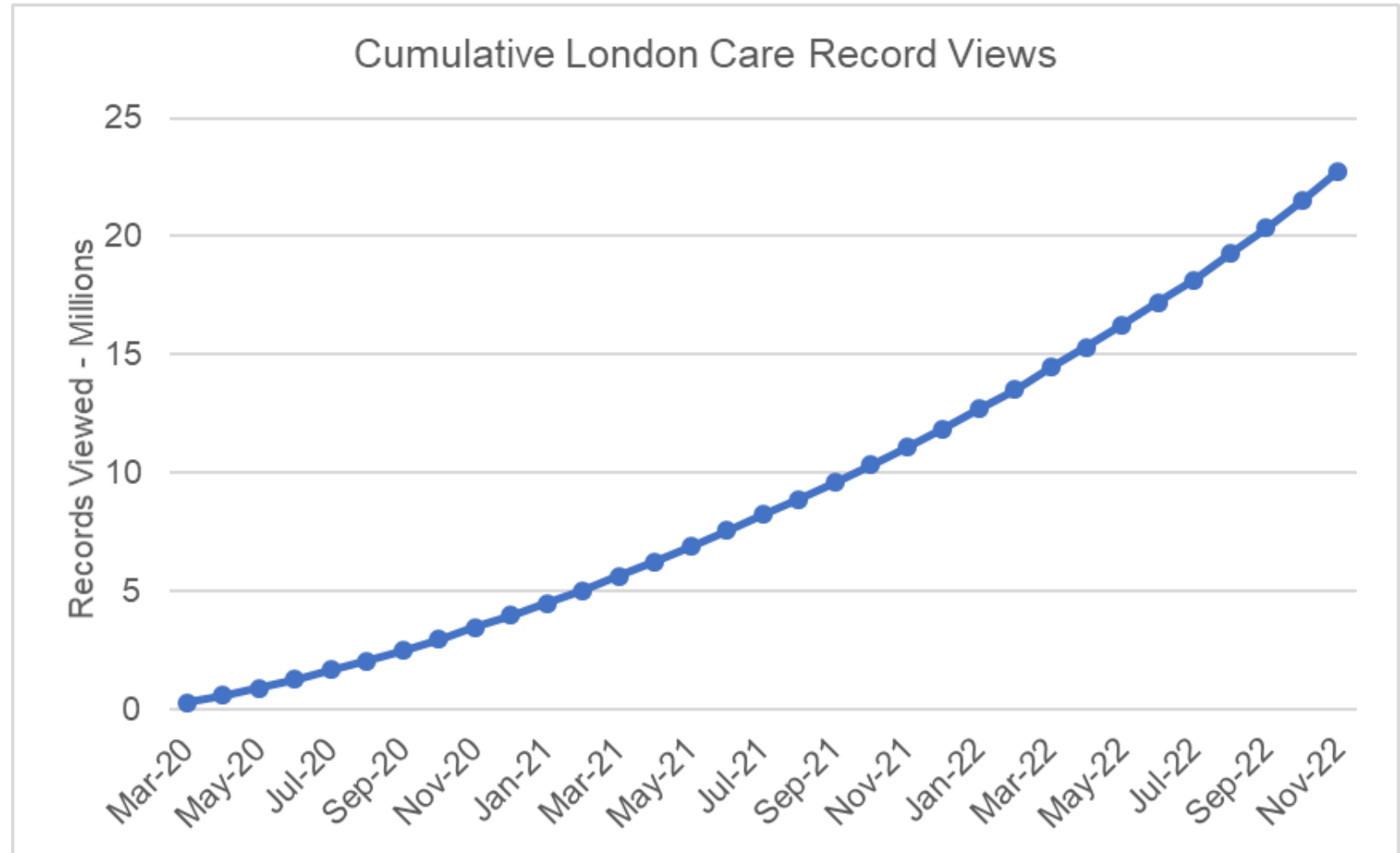
On end of life register

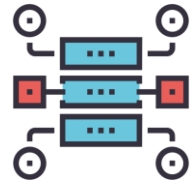
Symptom management

Version info take a non

Latest statistics below:

- From a starting point in April 2021 where 33K unique users collectively viewed 609K records, **the London Care record had its highest ever number of views in November - totalling 1,240,471**
- The cumulative views since 31 March 2020, when we first went live, have **now exceeded 22 million.**

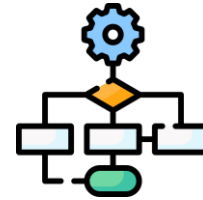




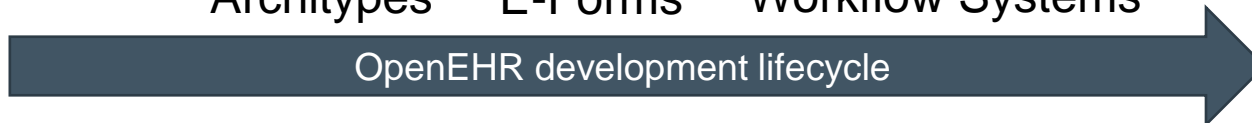
Archetypes



E-Forms



Workflow Systems



B better

London Care Record
(Cerner HIE – Read-Only)



The London Care Record

- Is read-only and integrates using information feeds from clinical 'direct care' environments.
- Provides the window to other services such as the Urgent Care Plan.
- Does not contain structured and curated data and therefore is not a data platform.

The Urgent Care Plan

- Provides a read and write platform for accessing and contributing information to the record.
 - Can feed the London Care Record (LCR) so that records are made available at the point of care.
 - Has capabilities to develop other solutions - as long as data structures are OpenEHR compliant.
 - Is an ecosystem platform and requires short, medium and long-term commitment by leadership.
 - Can consume structured information so that datasets are ingested into the system, reducing transcription challenges.
-
- It is important we are clear what the principles are for UCP because it should not become 'everything to all'



The UCP enables every Londoner to have a digital personalised care and support plan



Website: ucp.onelondon.online

Twitter: @LondonUCP

Hosted by:

South West London

In partnership with:

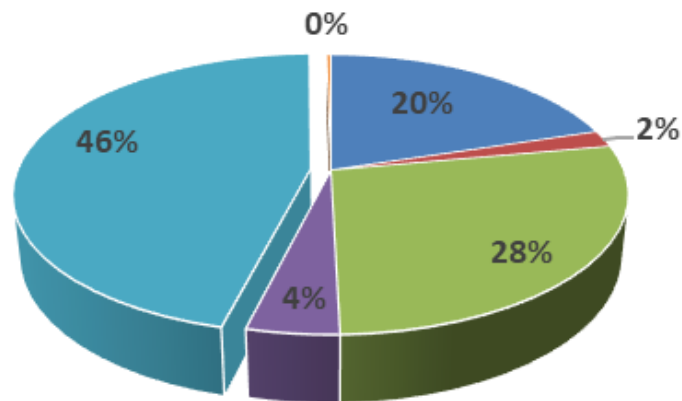



London’s Digital Personalised Care Plan

Why it matters:

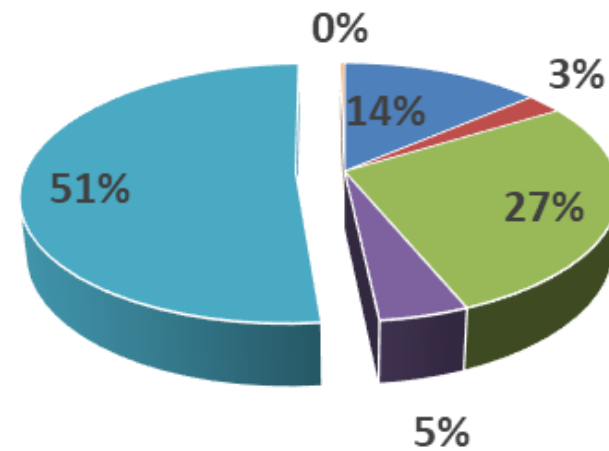
"Valuing people as active participants and experts in the planning and management of their own health and well-being ensures that the outcomes and solutions developed have meaning to the person in the context of their whole life, leading to improved chances of successfully supporting them." **NHS England.**

Place of Deaths - England and Wales



- Care home
- Home
- Hospital
- Elsewhere
- Hospice
- Other communal establishment

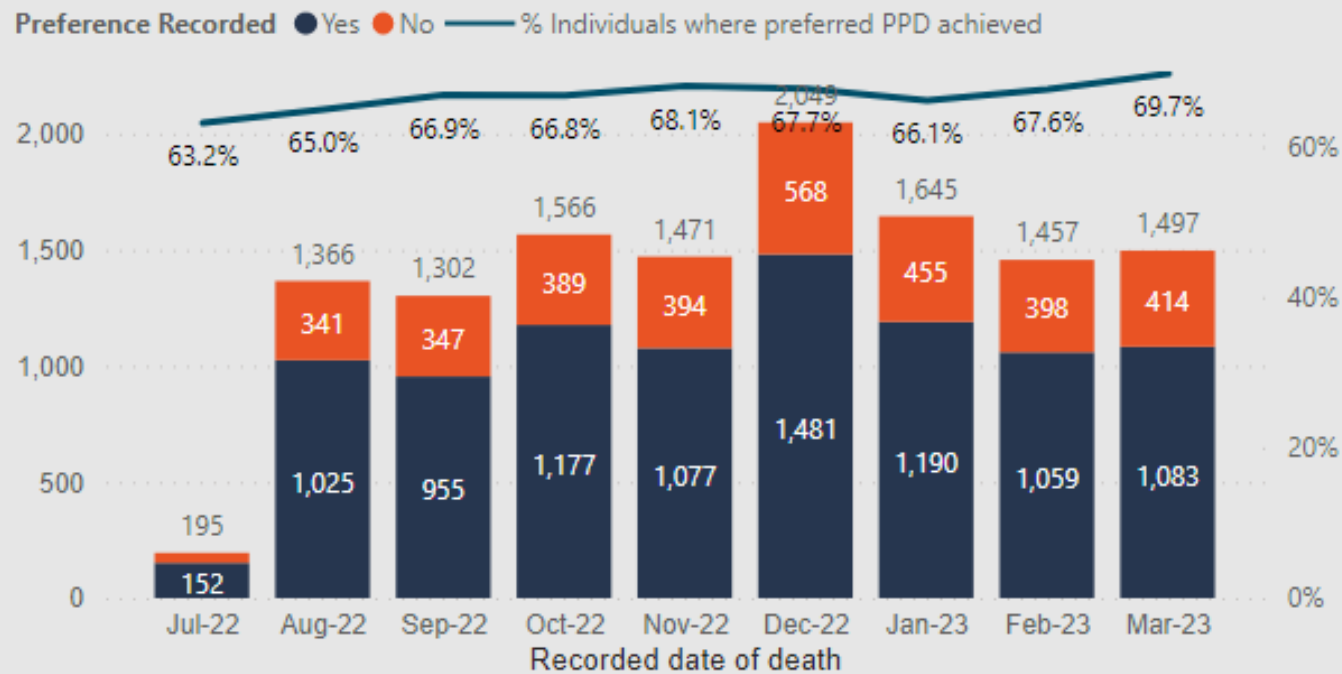
Place of Deaths in London



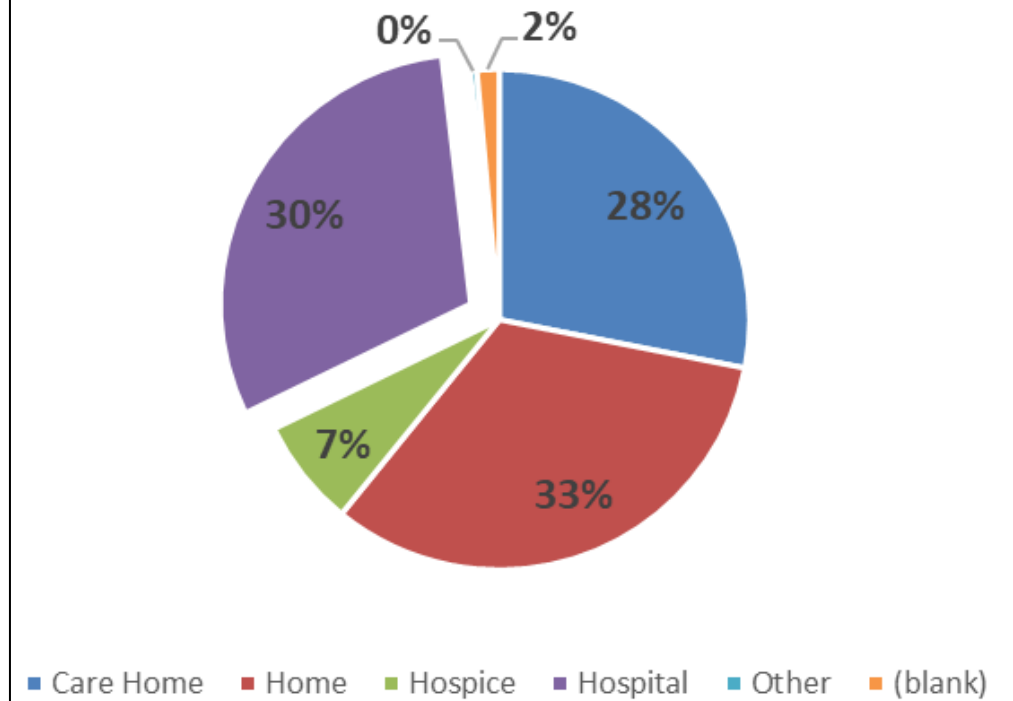
- Care home
- Home
- Hospital
- Elsewhere
- Hospice
- Other communal establishment

Doing the RIGHT THINGS and doing THINGS RIGHT.

3. Number of Deaths of Individuals with a UCP and % that Died in their P...



Place of deaths of people with a UCP



Enabling personalised care and support plans to be shared digitally

- The London Universal Care Plan (UCP) is a **dynamic, integrated, digital** care plan that is accessible to all health and care professionals across London.
- Communicates:
 - Personal information e.g about me, preferences and wishes.
 - Clinical recommendations e.g treatment escalation, emergency treatment plans.
 - Care plans can be continuously co-created by any user in London.
- Role Based access determines the edit rights:
 - 'About me' information is editable by non-clinicians and clinicians.
 - Clinical information and treatment escalation plans are editable by clinicians.
 - Urgent care services (999, 111) have read only access.
- Easy process to start a care plan and import a patient's demographics from PDS.
- Aligns to PRSB standards, prints standard national forms e.g. DNACPR red boarder form.

54,576
Londoners
have a
personalised
care plan
documented
on the UCP

Since launch
UCP care plans
have been
accessed
136,334 times by
users from
different
organisations

15,409 new
UCP care
plans were
created
since the
launch in
July

37,906 UCP
care plans
were viewed
by emergency
services since
the launch in
July

28,985 UCP
care plan
accesses via
the LCR
since UCP
launch

Functionality

- In-context flag and Single Sign-on via:
 - London Care Record
 - EMIS
 - TPP
 - Cleric ePCR
 - Adastra
- Web-portal access via HSCN and 2FA via non-HSCN
- Bi-directional information exchange of (12) SNOMED codes with EMIS and TPP
- Template customization
- Care plan history view

The screenshot displays a patient care plan interface for 'TEST, Ian (Mr.)'. The interface is divided into three main sections: PATIENT, CARE PLAN, and SUMMARY.

PATIENT: Shows patient details including name, date of birth (4 Feb 1970), age (52y 3m), and NHS number (000 001 7899). It also indicates 'Known allergies' and 'Patient alerts (2)'. There are options for 'Care plans and registries' and 'Patient alerts' under the 'VIEWS' section, and 'Mark as my patient' under 'SHORTCUTS'.

CARE PLAN: Titled 'Urgent Care Plan', it shows the last update as '25 May 2022, 15:18 - Better Test'. It lists various content items with their last update times:

- Personal information (24 May 2022, 09:56)
- Advance decisions and statements (24 May 2022, 10:01)
- Medications and allergies (24 May 2022, 10:03)
- Significant medical background (24 May 2022, 10:10)
- Emergency care and treatment plan (25 May 2022, 15:18)
- Prognosis and preferences for location of care (24 May 2022, 10:13)
- Symptom management plan (24 May 2022, 10:15)
- Alerts

SUMMARY: Shows the last update as 'less than a minute ago' with an 'Update now' link. It includes patient details and flags for 'Known allergies' and 'Patient alerts'. The 'URGENT CARE PLAN SUMMARY' section displays:

- CPR Status: CPR recommended
- CPR decision: **Yes**
- Clinical Recommendation: **Full active treatment including CPR**

The 'Main diagnoses' section lists:

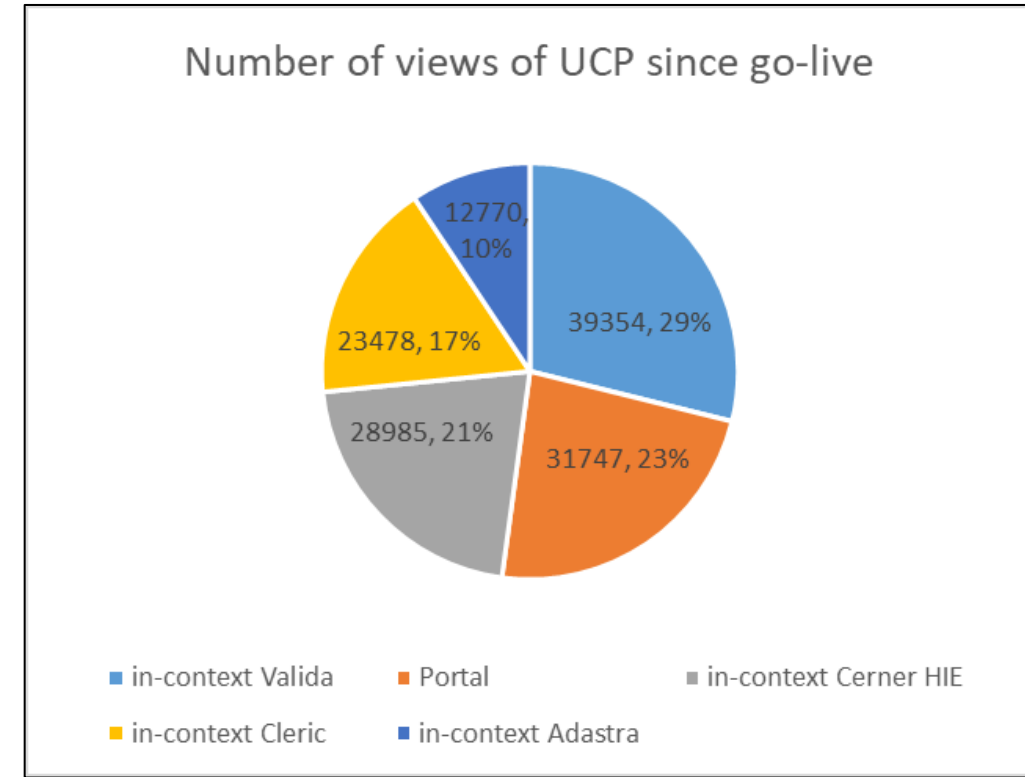
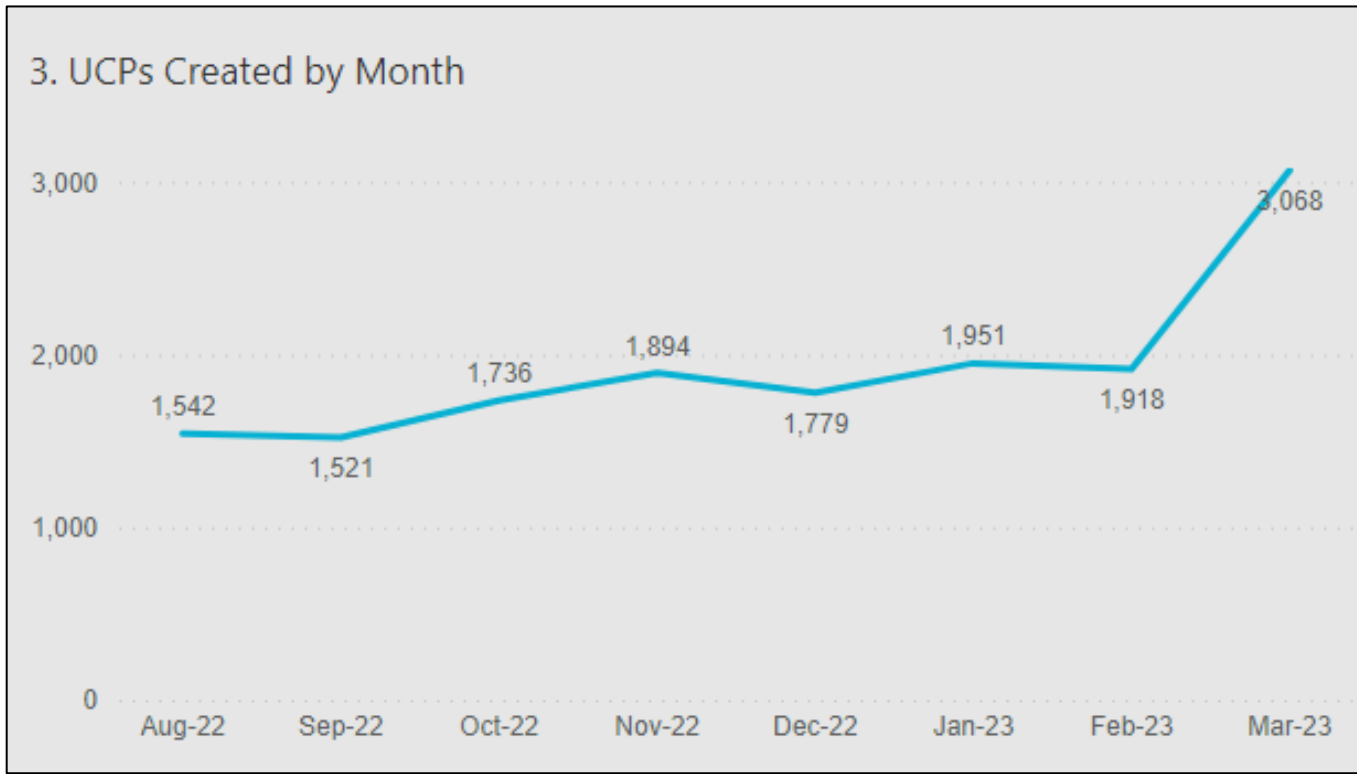
- Main diagnosis - 1
- Diagnosis category: **Cancer - Primary site**
- Main diagnosis: **Colon**
- Additional details: **Metastases in lungs**

The 'Symptom management' section lists:

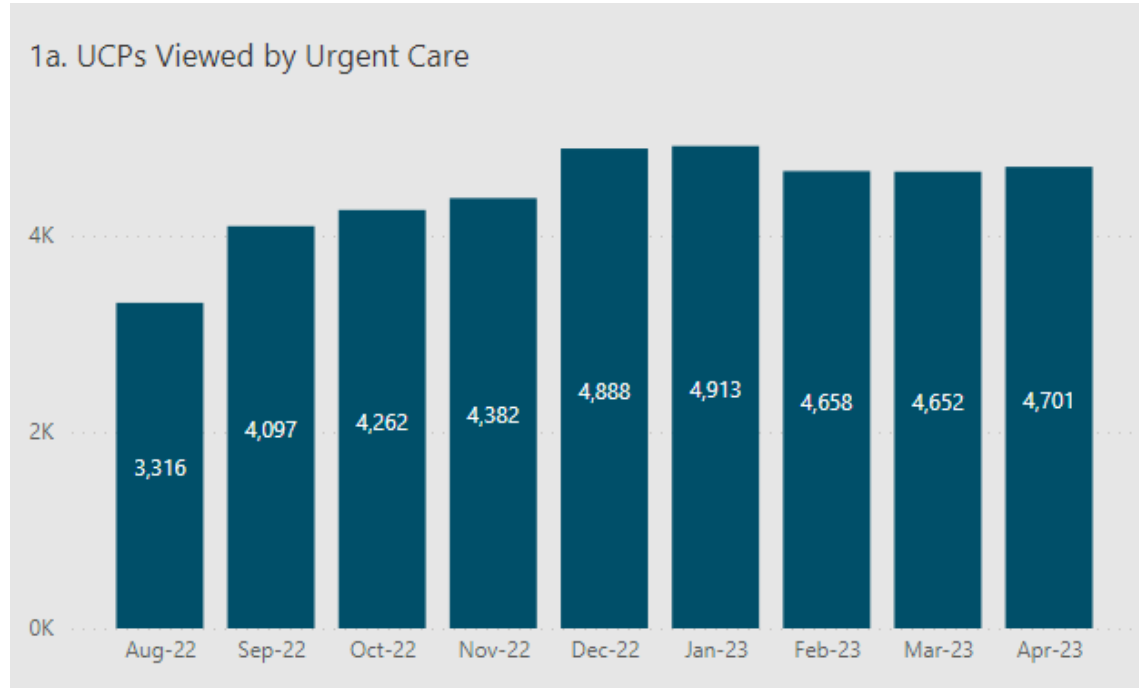
- Breathlessness: **Associated with anxiety. Administer oral d**
- Self help: **Daily carer to assist client with day to day**

At the bottom, there is a 'Version info' link.

Utilisation



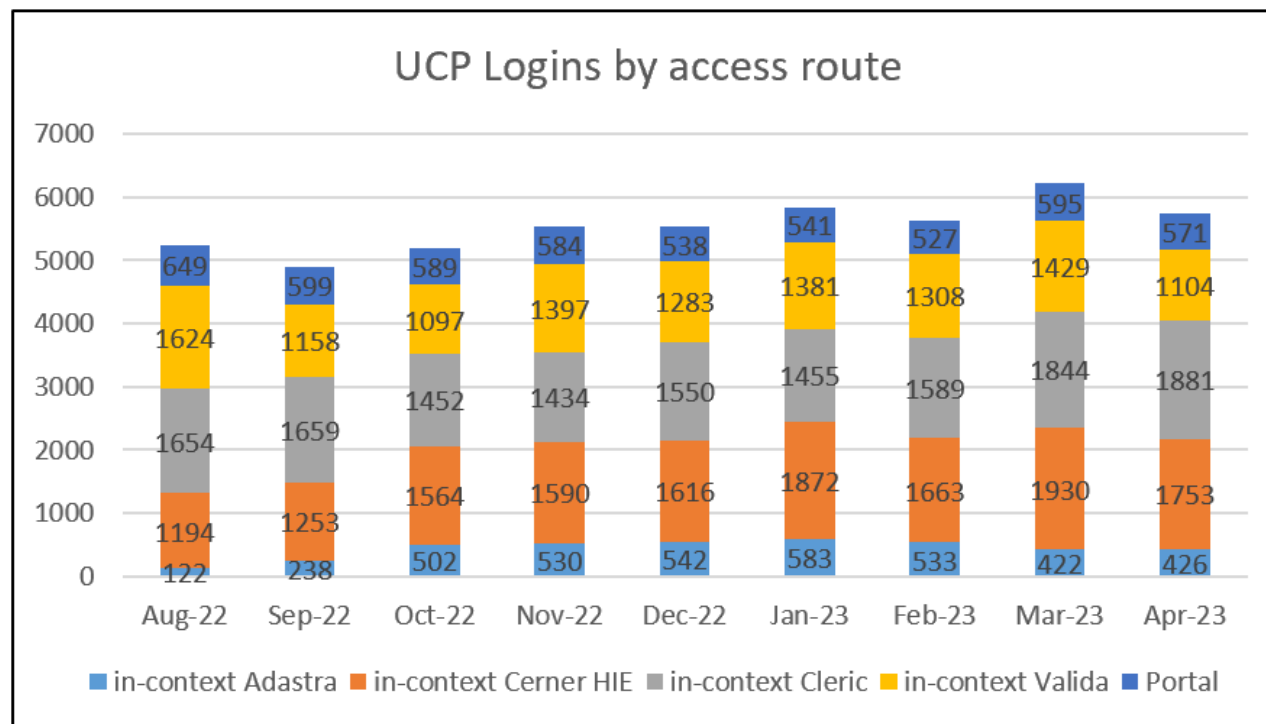
Urgent Care Views of UCP



	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23
London Ambulance Service NHS Trust	3,278	3,854	3,131	3,051	3,500	3,360	3,475	3,941	3,969
London Central & West	31	220	498	496	571	663	504	231	269
Newham GP Co-Operative OOH					5	3	3	4	6
Partnership of East London Cooperatives	1	8	3	12	11	8	6	2	4
Practice Plus Group			601	782	770	835	634	453	430
Seldoc Healthcare	1	13	13	8	13	14	12	5	6
Tower Hamlets Service OOH	4		5	22	12	29	21	16	16
Urgent Care Centre (Qms)	1	2	11	11	6	1	3		1

Utilisation

Organisation Name	Number of times care plans accessed
London Ambulance Service NHS Trust	34,380
Central and North West London NHS Foundation Trust	8,923
Royal Free London NHS Foundation Trust	8,023
Lewisham and Greenwich NHS Trust	7,566
Barts Health NHS Trust	6,932
Practice Plus Group	5,097
Imperial College Healthcare NHS Trust	4,748
London Central & West	3,483
St Christophers Hospice	3,315
Kingston Hospital NHS Foundation Trust	3,158
North London Hospice	2,312
Central London Community Healthcare NHS Trust	1,879
Homerton Healthcare NHS Foundation Trust	1,864
Sidcup Medical Centre	1,560
St Raphael's Hospice	1,377
North East London NHS Foundation Trust	1,334
Epsom and St Helier University Hospitals NHS Trust	1,268
Trinity Hospice	1,247
Guy's and St Thomas' NHS Foundation Trust	1,205
The Hillingdon Hospitals NHS Foundation Trust	1,092
London North West University Healthcare NHS Trust	1,073



Training

Smartcard login
open patient records
UCP from EMIS

EMIS Access



London Care Record (HIE) Access

Urgent Care Plan
for London
London Care Record (Cerner HIE)

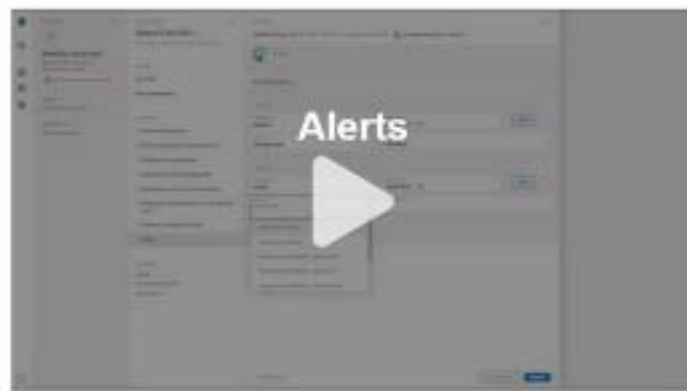


TPP SystemOne Access

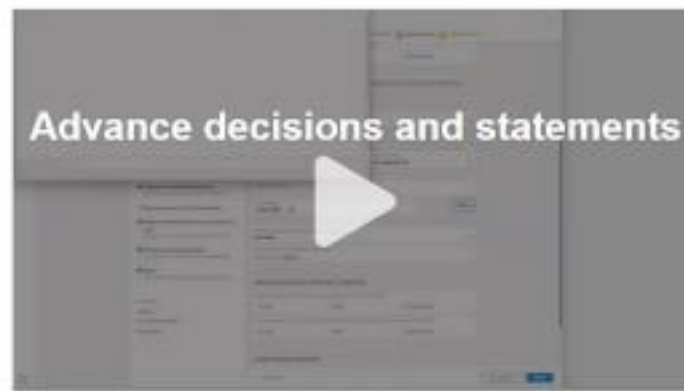
Import data from SystemOne
Into Urgent Care Plan



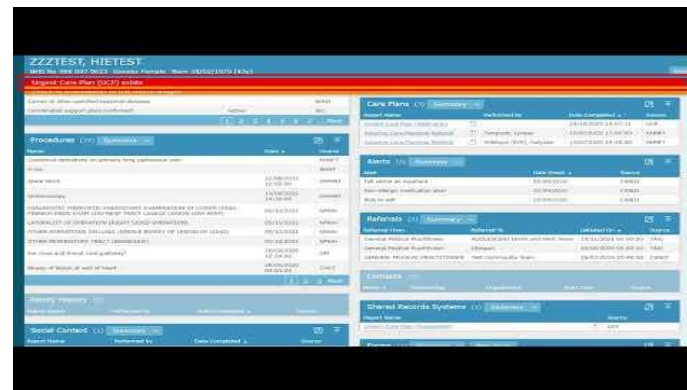
Alerts



Advance decisions and statements



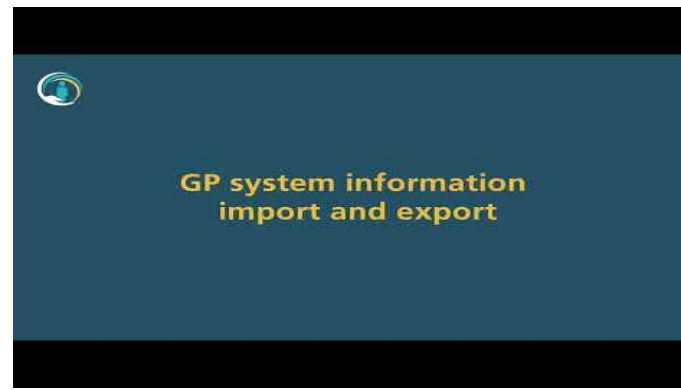
Emergency and treatment plan



Role based access and completing the care plan



GP system information import and export



HIE View

ZZZTEST, HIETEST
 HIE No: 000 002 0003 | Current Patient: Barn: 300271079 (43y)

Upgraded Care Plan (UCP) index

Current of this specified hospital domain
 Consolidated support plan confirmed

Procedures (10)

Name	Date	Status
Completed operations (primary long exposure unit)		START
00000		START
Work visit	20/06/2020 12:00:00	START
00000	19/06/2020 14:30:00	START
DIAGNOSTIC PEDIATRIC LABORATORY EXAMINATIONS OF LOWER LIMB PAINFUL SWELL WITH VERY HEAVY TENDRIL CALLOSITY CALLOSITY CALLOSITY	00/00/0000	START
LABORATORY EXAMINATIONS (BLOOD SAMPLES)	00/00/0000	START
VITAMIN DEFICIENCY BLOOD SAMPLES (BLOOD SAMPLES)	00/00/0000	START
OTHER LABORATORY TESTS (BLOOD)	00/00/0000	START
See view of blood test pathway	20/06/2020 12:00:00	END
View of blood of wall of heart	20/06/2020 00:00:00	END

Care Plans (1)

Report Name	Referenced By	Date Completed	Status
Upgraded Care Plan (UCP) index	ZZZTEST, HIETEST	20/06/2020 14:30:00	START

Alerts (1)

Alert	Date Created	Status
Full value on forehead	20/06/2020	START
Temperature (rectal) alert	20/06/2020	START
SpO2 alert	20/06/2020	START

Referrals (1)

Referral Title	Referred By	Referred On	Status
General Medical Practitioner	ADAMSON, JAMES ANDREW	18/06/2020 09:00:00	START
General Medical Practitioner	FRANKS	20/06/2020 09:00:00	START
General Medical Practitioner	FRANKS	19/06/2020 10:40:00	START

Shared Records Systems (1)

Report Name	Status
Upgraded Care Plan (UCP) index	START



Next Steps

MEDICATIONS AND ALLERGIES ×

TEST, Ian 4 Feb 1970 · 52y 3m | NHS No: 000 001 7899 ⚠️ Known allergies ⚠️ Patient alerts (2)

MEDICATIONS AND ALLERGIES

Allergies

Does the patient have any known allergies? *

Patient has allergies No known allergies No information

- Allergy - 1 +

Category + Drug × ▾	Allergen + Penicillin × ▾	Comments Rash ×
Date 24/05/2022 📅	Severity Moderate × ▾	

Today

Medication

Please identify where the patient's current list of medication might be located.

Medication list location
At patient's home ×

Does a patient have a MAAR chart?

Yes

Version info Submit

- Clinical Dashboard
- Pointer in National Record Locator
- Integration with Epic, Rio, Cerner Millennium.
- GP Connect for Medication and Allergies
- NHS App integration
- Additional use cases – evolution from “Urgent care Plan” to the “Universal Care Plan”.

How can you help?

- Embed UCP training in organisational training modules.
- Embed personalised care and support in clinical pathways.

