



Roll out of local shared care record across Humber Coast and Vale STP

Requirement and Challenge

Yorkshire and Humber LHCRE is one of five Local Health and Care Record Exemplars (LHCRE), with a national investment of £7.5million over 18-months, that is locally supported and funded by health organisations across Yorkshire and the Humber.

The roll-out of the Yorkshire & Humber Care Record forms part of phase one of the LHCRE initiative and the programme consists of:

- Rapidly Improving Care (Roll-out of Leeds Care Record in Humber Coast and Vale)
- System of Systems – strategic architecture
- Population Health Management.
- Helm – personal health record

Humber Coast and Vale (HCV) had a lower level of digital and interoperability maturity across the region than other areas of Yorkshire and Humber. There is a mixed estate of IT systems in use across the region, including in-house developed EPRs at York Teaching and Lincolnshire and Goole Hospital, Lorenzo at Hull Hospitals and a mix of EMIS and TPP GP practices.

Although there are numerous digital transformation initiatives taking place across the region, a clear need was to provide an overarching interoperability model focused on the delivery of joined-up patient care across different care settings.

Approach and Solution

Ideal Health Business Change Lead was engaged with the Rapidly Improving Care (RIC) team of the Yorkshire and Humber Shared Record to deliver a business change strategy and approach that supported the first phase roll-out of the Yorkshire & Humber Care Record (YHCR) within the HCV STP.

Ideal Health led on the delivery of the Business Change Strategy including:

- Engagement with key local and regional stakeholder groups, including LMCs, GP Federations and Digital Boards
- Local organisation (GP and Acute NHS trust) onboarding and Clinical engagement
- Information Sharing Agreements in place between the YHCR and GP practices
- Benefits realisation and evaluation
- Communications strategy and delivery
- Partnership working with local and LHCRE teams
- Collaboration with other consultancies and software providers
- Patient Group strategy, communications and engagement
- Training and go-live support

An incremental approach to business change was recommended for the roll-out of the YHCR, with a focus on providing a solution to local clinical priorities, proving the benefits of information sharing, and applying these use cases to generate further interest, engagement and roll-out. Ideal developed the business change plan consisting of:

- A high-level narrative for the senior stakeholders and governance bodies that includes the vision for the YHCR, the case for change, stakeholder benefits and a high-level milestone roadmap
- A detailed level business change plan for the HCV delivery team to utilise in the first phase of the programme.

By focusing on local issues and demand, the business change approach has focused on identifying and engaging local champions, initially within the GP community, to serve as advocates and proof of concept sites. The use cases developed with these early adopter sites and the utilisation of a growing network of advocates is being used as the key mechanism to introduce additional users, data providers and data consumers.

Outcomes and Benefits

The pilot roll-out of shared care record achieved successful Go-Live for nine GP practices in March 2019, focused on addressing the challenge raised by local GPs about paper-based and delayed patient data sharing with Leeds Teaching Hospitals, particularly around cancer and end-of-life pathways.

Delays in receiving discharge notifications, lab results and hospital episode information was resulting in significant time being spent on chasing information and impacting on the delivery of safe care and positive patient experience.

Clinicians in Leeds Acute Trust are now able to view the GP record of their patients within the LCR and HCV pilot, and GPs can access the Leeds Teaching Hospital record of their patients via a contextual launch from their existing GP software system.

“ Dr Chris Stanley of Haxby Group Practice in Vale of York said:

This is a big step forward for us as a GP practice, and more importantly for our patients. As soon as we gained access to the Yorkshire & Humber Care Record we could see the outcome of Leeds appointments for our cancer patients. We have a full picture of medication changes, treatments and care plans that we can access at the point of care. This provides considerable reassurance to our patients, as well as helping us make rapid and joined-up decisions about their care. We're also seeing an impact in the time saved chasing results or discharge summaries.”

“ John Mitchell, Associate Director of IT for the Humber CCGs added:

The support we have received from Ideal has been a real enabler. Their ability to manage the business change, with a real personal touch, coupled with first class delivery support, has made a huge positive impact on our programme of work. We have found Ideal to be nothing short of professional whilst being happy to go that extra mile to secure our success and peace of mind.”