MSK Kirklees Community Healthcare Services – Shared Care Records

NHS Yorkshire and the Humber

Strategic Alignment

Supports Better for Less through appropriate triage to the correct service.

Supports the QIPP agenda through improved quality of care, enabled by access to MRIs and X-rays performed in secondary care.

Supports Improved decision making through better access to results of tests in secondary care.

Service Background

Kirklees Community Healthcare provide an MSK service which offers assessment and treatment of musculoskeletal conditions. Access to information is crucial to enable a seamless service for the patient, the results of any tests conducted in secondary care such as MRIs or X-rays need to be available to the service to enable the appropriate treatment to be given.

Solution

Kirklees MSK service access referrals on SystmOne and then triage the referral either into the service or on to secondary care. This has improved the appropriateness of referral rate into secondary care from 30% to 60%. Through accessing SystmOne they are able to view X-rays and MRIs carried out in secondary care, which supports continuation of care for the patient. A validated outcome assessment on SystmOne is used to measure the quality of treatment. They can also view other therapies offered within the Trust to manage demand.

Top Tips

Keep the patient as the focus of any change.

Look at what similar services are delivering and select the "best bits"

Be willing to explain to patients what information is shared about them and how it is used. Take into account their wishes.

Chris Creaghan, MSK, Kirklees Community Healthcare Services

Benefits

Improved clinical effectiveness through ability to review outcome assessment and access secondary care test results.

Improved access to services – more appropriate referral.