

Supports the QIPP agenda, through improved quality of care enabled by better access to information and quicker transfer of information to GPs to support continuity of care.

Service Background

Out of Hours (OOH) Primary care is provided for patients who require urgent medical advice between the hours of 6pm and 8am Monday-Friday and 24/7 Saturday and Sunday. This is provided by NHS Direct, and the West Yorkshire Out of Hours GP Service. Historically they have not had access to patient records and information transfer to GPs following OOH care has been slow and of varying quality

Solution

SystmOne was deployed in all of the OOH providers in West Yorkshire. This means that, with permission from the patient, all those involved in the patient's care are able to access, and update the clinical record. This enables the out of hours teams to provide continuity of care, through access to medication history and allergies, and allows real time communication to the GPs about what treatment their patient has received.

Benefits

Improved coordination of care through access to patient info at point of care.

Improved patient safety – reduced risk of prescribing errors etc

Increased staff satisfaction – confidence that patient is treated in line with the patient's main care provider.

Lesley Selfe, Divisional Director of Nursing, North Region ,NHS Direct



Top Tips

Be willing to spend time helping patients to understand what information is recorded about them and how it will be shared. Consider their wishes and be ready to hide any information the patient doesn't want to be available to others.

Important to make coherent entries into the record, do not use abbreviations which are not widely recognised.

Run routine reports more frequently than normal during transition to ensure accuracy of data.