SystmOne in Palliative Care

NHS
Yorkshire and the Humber

Strategic Alignment

Supports QIPP agenda - improved quality of care for patients, as a result of improved communication between clinicians, enabled by technology and service innovation

Supports the Strategic Objective of Improving End of Life Care

Service Background

Marie Curie Hospice and the Ridge Street Practice in Bradford, provide care for patients with long term life debilitating diseases with the aim being to help them to live well for longer. These patients often have complex medical history and needs, and will have seen many professionals throughout their care, it is really beneficial to access their full patient record.

Solution

Providing access to SystmOne in both the GP practice and the hospice allows, with the patient's permission, all professionals involved in the patient's care to access the wider medical record, including discharge letters and current and previous medication. This has also improved the staff efficiency, as it allows clinicians to pick up each others workload to cover leave. Patient experience is improved by the smoother transition and continuation of care, particularly relating to medication changes.

Top Tips

Invest time prior to implementation to review your processes, and post implementation to refine these with the system.

Ensure staff understand the need for change and the benefits to them and the service.

Dr Andrew Daley, Paliative Consultant, Marie Curie Hospice

Benefits

Reduced time spent chasing information which has increased time spent on care.

Increased patient/carer confidence, through not having to repeat medical history

Increased clinician confidence, through access to more detail in the record

Improved patient/carer experience through better continuity of care

Better communication between clinicians.