

Working together to improve your care

The Leicester, Leicestershire and Rutland Care Record joins up your health and care records, whether you have used services provided by your GP, local hospital, community health care, mental health care or social care.



Scan for further information



Having all this information in one secure place means:

- Joined-up and safer care
- More time to spend on your care
- Less paperwork
- Your information in one place
- You do not have to repeat details to different clinical and care staff.

LLR Care Record: joining up information for better care

Healthwatch Rutland Board June 2023

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Problems echoed by local people

Source: LLR ICB surveys



“They ask me if I’ve had this or that test and I don’t know. I have so many...communication could be better in the hospital and with me.”



“Communication processes are flawed. This has a knock on to the family.”



“Frustration with the process and lack of joined up working between health and social care.”



“Telling their story over and over again is tiring for patients.”



“All professionals should have access to records.”



“I work in industry and shared notes are common sense. I don’t understand why they are not.”

...and by staff

- “I spend so much time trying to find out who the care provider is – I don’t know why we can’t information share... one system could save time.”
- “Need shared records. Been in a case where we have had 9 sets of notes.”
- “Professionals need to be using the same IT systems. It is hard to see how you are going to get that integrated communication which is needed for OTs, physios etc. “

The LLR Care Record is starting to tackle this



Principles shaping the LLR Care Record



Collaboration and coordination

- LLR in partnership with Yorkshire and Humberside and Nottingham/Notts



- Standards-based to make linking up easier to show out of area care
- Network of learning



Scope

- Direct care, not planning or research
- Individuals not groups
- Read-only



Confidentiality, security and trust

- Data Protection leads closely involved
- Data Protection by design and default
- Information security rigorously tested
- Staff trained, audit trail on use
- Everyone included, then simple 'opt out' process



Usability and accessibility

- Quick to learn, straightforward to use
- Usually accessed via existing case management systems for speed and simplicity

A few questions



How does the LLR Care Record work?



What information will be shared?



Who is using the LLR CR, and what are the benefits?



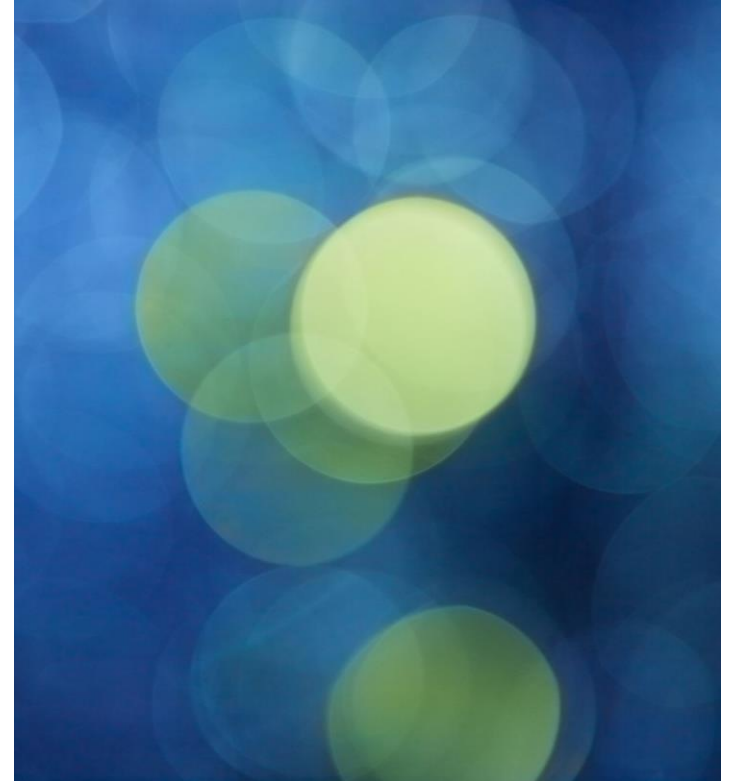
What about cross border care?



Is it secure? What if people want to opt out?



How can people find out more?



How does the LLR Care Record work?

Intuitive, accessible, secure

Local Data Provision

Organisations / Settings	Systems
<ul style="list-style-type: none">University Hospitals of LeicesterLeicestershire Partnership Trust <p>Acute Inpatient</p> <p>Community Inpatient</p>	Community & Acute Systems 
<ul style="list-style-type: none">Leicestershire Partnership TrustOther SystmOne users <p>Community Outpatient</p> <p>Hospice</p>	Non-GP SystmOne Units 
<ul style="list-style-type: none">Leicester City CouncilLeicestershire County CouncilRutland County Council <p>Social Care</p>	Adult Social Care Case Management Systems 
<ul style="list-style-type: none">LLR Primary Care (GP Practices) <p>General Practice</p>	GP Systems 

LLR Care Record Portal



Data providers:

What is shared and how will it help?

GP Record

Consultations Immunisations Medications
Observations Problems and Issues Referrals

Hospital Visits

Appointments Encounters

Mental Health Information (Dementia)

Appointments Care Plans Medications
Observations



Social Care

Packages of Care

Virtual Ward

Pathways Questionnaires Remote Observations

Other Information

Home Equipment

Data consumers: LLR CR early adopters, then rollout

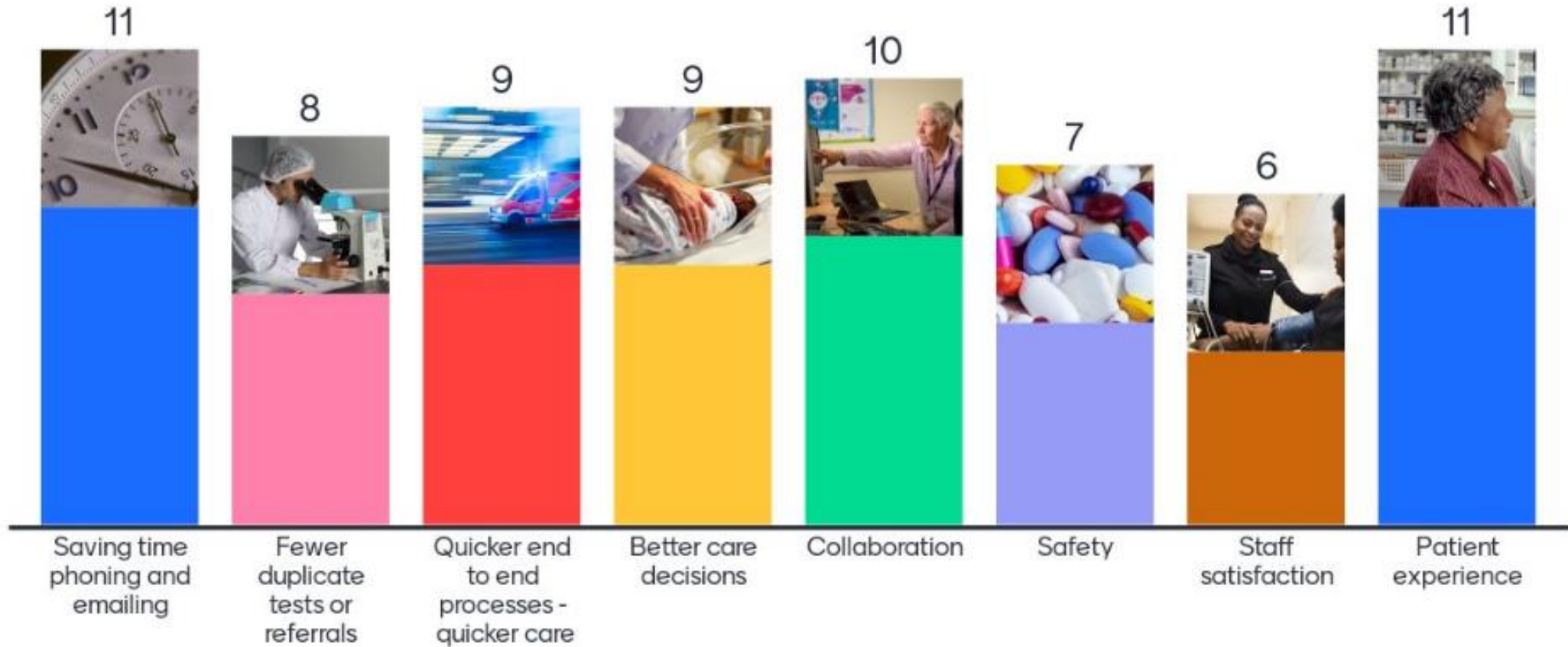
LLR CR early adopters Feb-Jun 2023	Rollout
University Hospitals Leicester	
UHL Renal outpatient shared care pilot	Inpatient then outpatient
UHL Physiotherapy, Infection Prevention	
Emergency Department	
Adult Social Care	
Leicester, Rutland, Leicestershire teams	Rutland, City done, Leics next
GP practices	
Forest House, Ibstock House, Willows Health	PCN by PCN
Leicestershire Partnership Trust	
LPT Older People's Mental Health	Rollout in planning, including community, hospitals, mental health
LLR Discharge Hub	
LPT Physiotherapy, Community Nursing	
Other	
LOROS hospice - social work and enablement	
Community Pharmacy	Pilots first
EMAS	East Midlands project

"The LLR Care Record provides **quick and easy access** to information that **previously was only obtainable from the person's GP practice** – this was extremely time consuming.

The LLR Care Record is **quick** and **direct** and eliminates **delays** and **frustrations** and provides access to **very detailed and specific information** about an individual's health."

Leicester City users

What are the anticipated benefits?



Public benefits



Not having to repeat your details when you need care, or explain your social care support to health professionals.



Better and potentially faster treatment as the professionals caring for you will be able to quickly see your records.



Clinicians can see your medications, what you've taken in the past, and if you have allergies – making your treatment safer.



Professionals will be able to see your care preferences.



Less 'just in case' follow up and fewer duplicate tests.



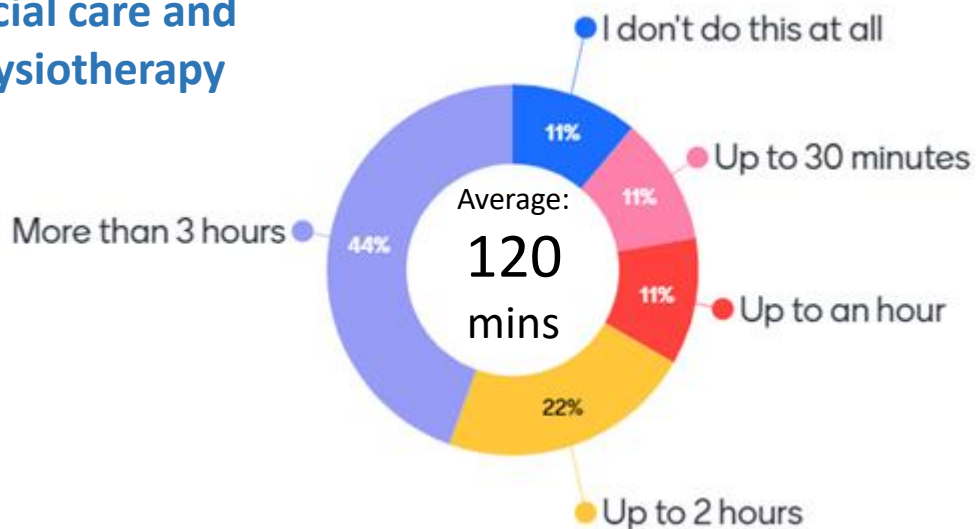
Your communication needs are known.



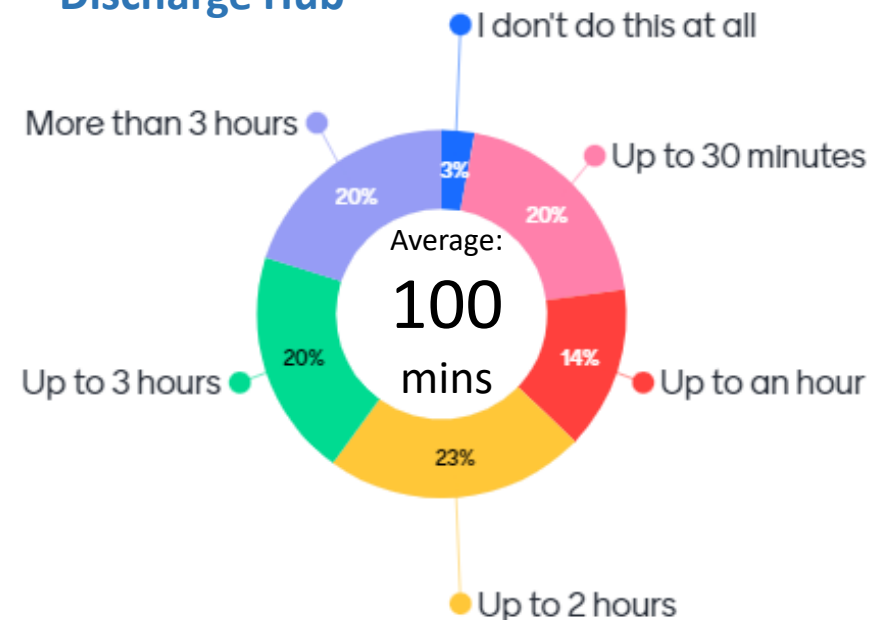
Information sharing to support your care is more secure.

Considerable time has to be used seeking information every day

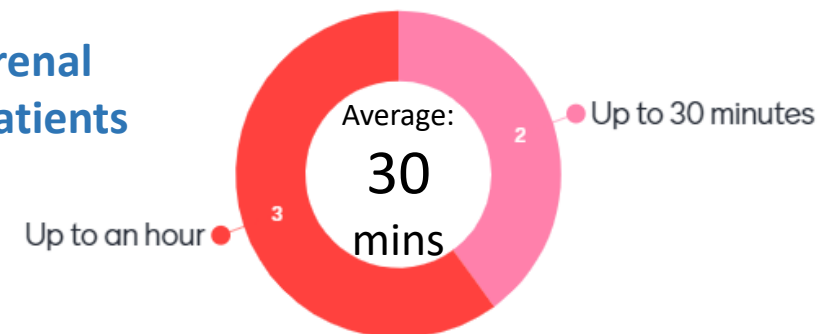
Social care and physiotherapy



Discharge Hub



UHL renal outpatients



Worthwhile time savings

Individuals



20 minutes per working day saved obtaining information



2 working weeks per person per year freed up for more productive uses

System level



For every 25 users saving 20 minutes a day hunting for information



1 FTE of capacity is freed up from seeking information

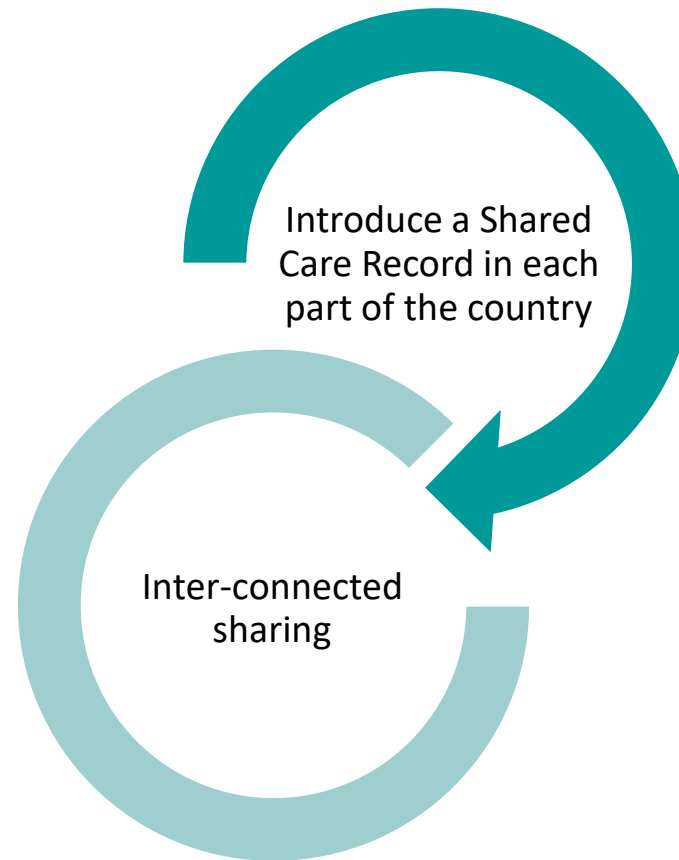
At least 0.5 FTE of capacity is freed up elsewhere from answering enquiries



...All while improving care quality

Will information from providers outside LLR be shared?

- Initially only when added to the GP record
- Inter-regional integration is a second phase
- Building to agreed standards now to make future integration easier



What if people choose not to be included?

- **Data protection and confidentiality are fundamental to LLR CR**
- **People can choose not to be included in the LLR Care Record**
 - On the LLR CR [web page](#), there is a printable [handout](#) to read
 - Then, to opt out, **contact Leicestershire Partnership Trust's Data Privacy Team**
 - Tel: 0116 295 5296 Email: lpt.dataprivacy@nhs.net
- **Information sharing is still possible for direct care – but without using the LLRCR**
 - A person's information can still legally be shared between people involved in a person's case to support their safe, individualised care
 - This would be done via phone and secure email, which is slower and can be less systematic



LLR Care Record

How can people find out more?

Active communications raising awareness – just the start

- [LLR Care Record web page](#) with links to
 - Video with subtitles
 - Easy Read leaflet
 - Leaflets in English, Arabic, Gujarati, Polish, Punjabi, Romanian, Somali and Urdu
 - Posters
 - Frequently Asked Questions
- Local radio advertisements and press releases
- Facebook campaign: c500k+ views
- Contact the Programme Team lpt.llrcarerecord@nhs.net



Thank you

