



**Shared care
records for wider
care communities**



Graphnet is part of

Graphnet Health is the UK's leading supplier of interoperable shared care record software to health and social care.

Our CareCentric record-sharing solutions are designed exclusively for the UK market. They can either be used within individual provider organisations, or to integrate health and social care services across entire care communities.

Our solutions include record sharing, electronic workflows and event-driven cross community care coordination, clinical dashboards and patient portals.

They can also be combined with remote monitoring, alerting, condition-specific apps and wearable devices.

This combination of technology is being used to support the radical redesign of services, providing a new model of care professional/patient interaction and improved levels of support and care to people with complex and long term conditions.

All together, some 49 CCGs have our shared record solutions deployed in their area.

Platform for our STP vision

“ This shared record couldn't come at a better time for us. It is supporting the operation of our integrated care teams and provides a platform to develop our digital road map and transformation and sustainability plans.

CCG chief officer



The CareCentric shared care record

Integrating NHS and social care services.
Uniting whole care communities, sharing care.

There are four maturity levels of shared care records, from a foundation-level shared care record to a full-scale population health management system. CareCentric supports all four of them.



Level 1 Sharing information

The CareCentric shared care record combines data from local systems to create a single care record. An entry level system might allow primary care and acute clinicians to view each other's records, while a full shared care record combines records from multiple types of organisation and across care settings within a designated community.



Level 2 Care planning support

The shared record supports the collection and update of community-wide assessment, event-driven alerting, task management, referral, secure instant messaging, workflow and care planning applications – to deliver integrated, patient-centric care. Patient registers can be created using risk stratification or manual assignment.



Level 3 Patient access and engagement

Patients are engaged in their own health through the myCareCentric Patient Portal. They are able to self-monitor using wearables and telehealth devices and interact directly with clinicians in real-time to improve the management of their condition.



Level 4 Population health management

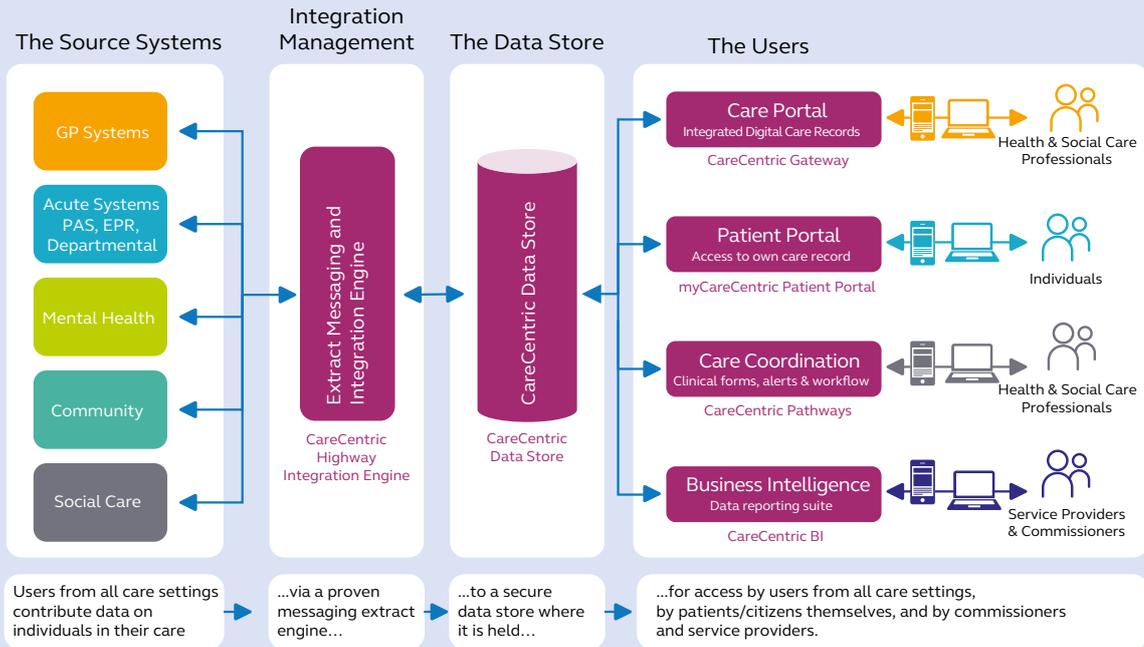
The solution allows for the analysis of aggregated detailed patient data gathered from across a care community, using risk stratification and other tools. It supports anonymised, pseudonymised and open data, according to permitted use. Care commissioners and providers are able to use insights about patients and populations to act proactively and improve clinical and financial outcomes.

Well liked by clinical staff across the care community

“Graphnet solutions are in place throughout our organisation and have been a key component in helping us continue to deliver a high standard of patient care. The systems are well liked and used by clinical staff – not only in our Trust, but also in our neighbouring acute hospitals and the Dorset community, enabling us to provide improved cross community care.

**Tracie Tiller, applications manager,
Poole Hospital NHS Foundation Trust**

CareCentric solution overview



Interoperability and the cloud

CareCentric is fully interoperable and is specifically designed to build on investments the NHS and local government have already made in IT systems. We connect to all the major health and social care IT systems being used in the UK, including the leading GP systems.

In addition, CareCentric can be embedded in third party systems and can call screens from those systems with single sign on and within patient context. Third party systems can also be embedded directly into the CareCentric health record. This is a key feature in the widespread acceptance of the shared care record across a clinical community. CareCentric is available on the cloud (Microsoft Azure). This provides a secure, scalable and resilient environment and gives us a more open platform for interoperability between systems.



The benefits of CareCentric

Graphnet works in partnership with its customers to help them identify, monitor and realise benefits.

The benefits of sharing data are obvious to anyone who has interacted with the NHS and social care services, either directly themselves or as someone involved in the care of relatives or friends.

As well as improved patient experience and outcomes, CareCentric delivers a large variety of benefits, financial savings and efficiency gains:

- ✓ Reduced length of stay
- ✓ Reduced A&E attendances
- ✓ Fewer emergency admissions
- ✓ Reduced repeat tests
- ✓ Integrated, unified, single view of clinical data
- ✓ Improved medication and prescription management
- ✓ Improved communication and access to information – no need for patient to keep providing the same information
- ✓ A reduction in the need for, and use of, paper
- ✓ Enabling citizen access and participation in their care
- ✓ New models of clinician/patient interaction – scheduled according to need rather than pre-arranged clinic appointments
- ✓ Better outcomes for patients

CareCentric supports key government initiatives such as:

- ✓ The transformation of services to provide the new models of care envisaged in the 'Five Year Forward View'
- ✓ Integrating health and social care records
- ✓ Sharing information across organisations and settings, breaking down barriers between GPs and hospitals, physical and mental health, health and social care
- ✓ Electronic access to the patient record at the point of care
- ✓ Patient accessible records to encourage patient engagement in their health and care
- ✓ Raising digital excellence through the Global Digital Exemplar programme. As part of the System C & Graphnet Care Alliance, we offer care communities an approved GDE blueprint, developed in partnership with University Hospitals Bristol NHS FT. This blueprint covers all clinical IT within a hospital and across the care community, in a single solution.



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You just click on the CareCentric button embedded in our in-house clinical portal and 'bang' – you've suddenly got the GP in the room with you. It's something the clinicians have wanted for some considerable time because it gives them assurance and back-up. By bringing together GP, community, and acute data they get a much more complete picture of their patient's needs.

**Simon Parton,
head of software services,
Royal Wolverhampton**



The UK's most widely used shared care record

CareCentric is holding records on 17m patients. Some 12m of these, across 49 CCGs, are held in shared record systems.

Our larger shared care record sites combine data from over 100 organisations and support direct patient care across counties (e.g. Hampshire, Cheshire, Berkshire and Manchester) and in smaller CCG-sized footprints (e.g. Kingston and Sutton).

The Cheshire Care Record combines and shares an extensive range of health and social care information from 80 health and care organisations, supporting the provision of direct care.

The Hampshire Health Record, one of the most established and most extensive care records in the UK, is routinely used by clinicians to share information about 2 million patients and to support clinical decisions.

The Manchester Care Record combines information from 3 CCGs, 3 acute Trusts, Manchester City Council and 90 GP practices. Multi-disciplinary teams use it to manage the care of 6,000 vulnerable people.

“ I now get all of this information at the start of the patient journey which means I can deliver the right care more quickly which often means I can keep a patient out of hospital because I've been able to resolve their issues there and then.

Diabetes consultant – Cheshire

“ [The HHR] is fantastic, particularly in the case of patients who hop from one hospital to another within the region, allowing continuity of care, medicine reconciliation and minimising repeat investigations. Being able to see clinic letters and discharge summaries from these sites is invaluable. It is particularly useful when trying to make escalation decisions out of hours and advance care planning in our complex patients with multiple co-morbidity.

Consultant in elderly medicine – University Hospital Southampton

“ A shared care plan improves ownership and communication with patients and between caregivers. As well as reducing the need for repetition (tests, questions, referrals, etc.) a common IT platform gives us an opportunity to share standardise processes and reduce variability.

GP – Manchester

“ The Integrated Discharge Team can utilise the meet and greet to obtain consent from the patient with respect to accessing their patients records and elicit the accurate Mental/Social care patient information to help with speedier discharge planning.

Paramedic – Cheshire



CareCentric applications

CareCentric is used by CCGs and service providers in many different ways to improve the quality of patient services and to support the redesign of care pathways and new models of care.

Our solutions use risk stratification or manual assignment to create patient registers and manage the patients on those registers. Patients can be prescribed apps and wearable technology to feed regular data into the system. This is combined with standard shared care record data such as test results and visit outcomes to manage patients via dashboards, and can be used to assess and alert changes in condition. Care plans can then be set or amended accordingly. Example groups include patients with epilepsy, heart failure, diabetes, frailty, COPD, obesity and mental health problems such as dementia and depression.

Cross-community integrated care planning

Health and social care teams across Manchester are using an integrated care record to help multi-disciplinary teams protect the city's most vulnerable people. By combining the CareCentric shared care record with our care planning application, professionals have on-the-spot access to the records patients identified as being at risk of unscheduled or unplanned care.

“...there has been a significant reduction in secondary care activity for people identified as being at high, or very high, risk of hospital admission.

Ed Dyson, project sponsor & assistant chief officer, Central Manchester NHS Clinical Commissioning Group

myCareCentric Epilepsy

myCareCentric Epilepsy is being used by Poole Hospital to help improve the treatment and quality of life of patients with epilepsy across Dorset. It combines the latest in wearable technologies, shared care records, machine learning, care messaging and data analysis tools. This solution enables greater information gathering and sharing and engagement between patients and care teams which can reduce hospital admissions and improve patient outcomes.

New models of care

In Buckinghamshire, CareCentric and myCareCentric are used to devise new models of care for patients with heart conditions. This new care programme combines a cross-community shared care record, mobile clinical workstations, a patient portal and telehealth devices for remote monitoring. The aim of the project is to improve treatment by making better use of existing clinical data and by monitoring patients in their own homes. Anticipated benefits to the NHS include reduced acute admissions, readmissions and length of stay.

End of life care

CareCentric is used by health and social care providers in Stockport to co-ordinate care in the last year of a patient's life. Clinicians, care staff, patients and their carers jointly plan end of life care and record discussions, with the security of knowing that up-to-date information, assessments and records are available to authorised users where and whenever they need them.

Acute hospital EPR

A number of acute Trusts use CareCentric as their primary electronic patient record, as well as giving primary care and community users immediate access to secondary care information.

Reporting

The CareCentric data store collects and collates data from systems all over a care community. This data is available for reporting, analysis and research on both an ad hoc and routine basis – by pulling data directly from the store, or by feeding third party products such as local data warehouses or reporting services. Several CCGs create data extracts for use in risk stratification and case management and screening programmes.

At Wolverhampton CCG, for example, data is used for a range of purposes including diabetes analysis, Quality and Outcome Framework reporting, and tracking childhood vaccination and immunisation uptake.

CareCentric provided the core IT infrastructure for the ground-breaking Salford Lung Study. This collected linked and consented patient data from 80 GP practices, as well as other data sources from the Salford Royal Infirmary, from out of hours services and 130 community pharmacies, for use in the first real-world clinical trial into asthma and COPD patients.

“We can use this solution to deliver effective treatment when our patients need it, instead of four times a year in routine, often unproductive appointments.

Dr Rupert Page, consultant neurologist Poole Hospital

Graphnet Health is the UK's leading supplier of shared care record software to the NHS, social and care services.

Its CareCentric software combines a shared record with community-wide assessment, workflow, care planning, and specialist apps for long term conditions. It also supports patient engagement through the use of the myCareCentric Patient Portal and population health management.

Graphnet is part of the System C & Graphnet Care Alliance, a strategic alliance offering integrated IT solutions to the UK health and social care market.

Together we are:

- ✓ No. 1 supplier in **shared care records**
- ✓ No. 1 supplier in **social care**
- ✓ No. 1 supplier in **electronic observation systems**
- ✓ No. 1 supplier in **child health**
- ✓ A leading provider of acute **electronic patient records** systems
- ✓ A significant player in **clinical care, maternity and business intelligence**

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