

July 2014

Interoperability Fact Sheet

As commissioners, clinicians and providers we are committed to developing robust and secure links between IBIS (SECAMB's system which is both a process for matching 999 callers to care plans and a clinical register) and ShareMyCare (IC24's system working within out of hours which flags to a clinician a patient with any special patient note against their name) across the East Surrey region. These secure links (also known as interoperability) are vital to ensure that our patients are provided with the appropriate treatment at the first point of contact. This also means that all our clinicians providing this service are able to view current information which is of a high quality and up to date during any episode of care.

Most importantly, for patients, this means that a care plan that has been put in place with their practice can be viewed by a clinician and the appropriate care can be given to the patient during that particular episode of care. It must be emphasised that a receptionist or call handler for example, is not able to view the care plan; they are only able to see that there is a 'flag' for the patient and that the call needs to be transferred straight away to a clinician.

Both IBIS and ShareMyCare allow the clinician to assess the patient and discuss the care plan in place with the patient and whether, for example, a hospital visit is the best option or if additional care and support from community services is needed.

This means that for patients with long term conditions with a care plan in place, their personal needs can be taken into account and their agreed plan with their practices can be safely delivered.

IBIS and ShareMyCare both have as their bedrock robust information and clinical governance; adopting the NHS approach to managing sensitive patient data, adhering to Caldicott principles. Only the minimum amount of patient data is held on both systems and can only be accessed through the appropriate matching process, which legitimises the relationship with the patient and therefore their information which they have consented to share with IC24 and SECAMB. (Patients are made aware that their details may be shared with other healthcare providers during that episode of care.)

Expected outcome: this would mean that practices will upload information once which will be through ShareMyCare.

The benefits to patients of this joined up approach will be:

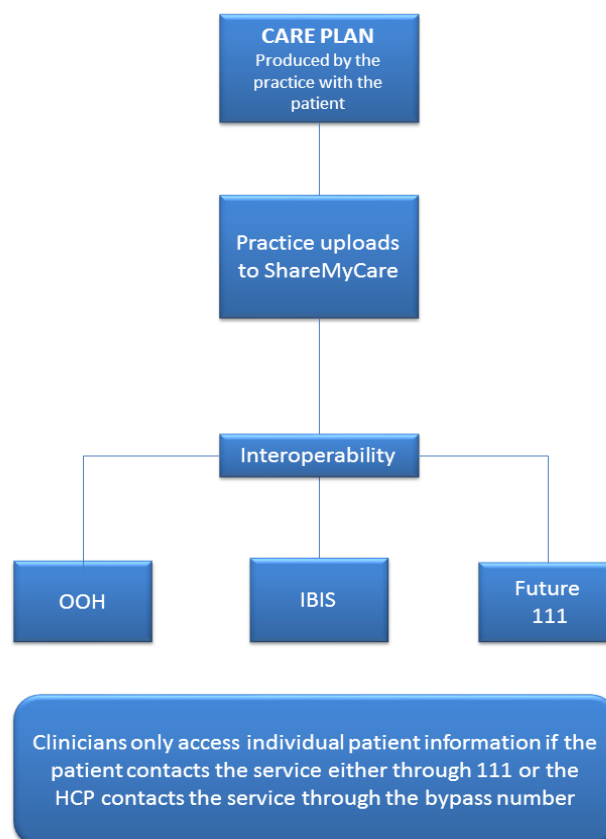
- A lowered risk of A&E or hospital attendance
- A reduction of delay in planned treatment due to the care plan being accessed at first point of contact

- To promote patient centred care across providers. Right care, right treatment, first time.

What's happening now?

SECAmb and IC24 have been working together to prioritise securely linking IBIS to Share My Care (SMC) in East Kent. The work behind the scenes has been on testing the links within a safe environment, similar to the tests in place across other health care contracts such as NHS 111. The expectation is that this will go live later this summer with an estimated final testing period and sign off around the end of July 2014. Once the testing has been successful and our commissioners are happy with this process we will work with our commissioners to roll this out across the area.

We will ensure that you are kept up to date around all processes and will put together a question and answer fact sheet to help you shortly.



David Brown – Director of IC&T, Integrated Care 24 Limited
Andy Collen – Clinical Development Manager, SECAmb