

Project	NHS England's Transformation Directorate: POD Learning Networks
Event	Connecting with and benefiting from records

## Event: Connecting with and benefiting from records


**Date: 8th December 2022, time 09:30 - 11:00 (90 mins)**

**Event hosts:** [NHS England's Transformation Directorate](#) and [Community Pharmacy IT Group](#).

**Event organiser contact points:** [Rekha McGurn \(NHSE TD\)](#) and [Dan Ah-Thion \(CP ITG secretariat & PSNC\)](#).

### Zoom meeting

Attendees are encouraged to:

- Join early using a webcam to test access; and use a large screen to view the slides.
- Use the 'raise hand' feature to seek the attention of the Chair.
- Use the chat box to share comments, queries and to respond to each other (Note: time constraints will unfortunately prevent all comments from being addressed during the meeting, but comments will be saved to aid the group's work).
- Mute any devices logged into the meeting whilst not speaking (using the Zoom mute button , the device's mute option, or \*6 on the phone for toggling mute/unmute).
- Make use of [quick reference Zoom guide](#).
- Note: those attending the meeting can extend the invite to colleagues within their organisation so that they can dial-into the meeting at the stage relevant to them.
- Please use the Zoom 'rename' feature so that your display name looks like this: <First name> <Surname> (<organisation>).

The meeting login details can be found on the most recent invite issued to participants.

**Social media:** To tweet about the group/meeting (excluding anything confidential) use the hashtag, #HealthRecords

**Meeting format:** The meeting will be divided into two sections, with a break.

1. **Welcome, housekeeping and introductions** (page 3) 09:30-09:36am  
([Appendix CP ITG 01/12/22](#))

**Presentations and Q&As** (session 1 of 2) 09:36-10:10am

2. **National Care Record Service changes** (page 4)  
([Appendix CP ITG 02/12/22](#))

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3. **Professional Record Standards Body, core information standard and records standards** (page 5) ([Appendix CP ITG 03/12/22](#))
4. **GP Connect's 'Access Records', secondary care case study and direct care APIs** (page 6) ([Appendix CP ITG 04/12/22](#))
5. **Update from ShCR team, and about records ambitions** (page 7) ([Appendix CP ITG 05/12/22](#))

### Break

10:10-10:15am

### Discussion (session 2 of 2)

9. **Breakout discussions, sharing back and brief general Q&A** (pages 8-9) ([Appendix CP ITG 06/12/22](#)) 10:15-10:55am

### Report

22. **Updates on other progress relating to health care records** (pages 10-11) ([Appendix CP ITG 07/12/22](#))
24. **Thanks, next steps and close** 10:55-11:00am

### Upcoming IT events regarding records and pharmacy IT

- More listed at: [pharmacy IT events](#); and
- [digitalhealth.net upcoming webinars and events](#).

**About NHS England's Transformation Directorate:** It takes a role supporting digital transformation of health and social care. It was previously known as NHSX. Further information: [NHS England's Transformation Directorate](#).

**About CP ITG:** The Group was formed in 2017 by [PSNC](#), [NPA](#), [RPS](#), [CCA](#) and [AIMp](#). The meetings are attended by members representing these five organisations and representatives from [pharmacy system suppliers](#), [NHSBSA](#), [NHS Digital](#), [NHS England pharmacy team](#), [NHS England's Transformation Directorate](#) and [PRSB](#). Further information: [CP ITG webpage](#).

**About Local Pharmaceutical Committees (LPCs):** The local organisation for community pharmacy is the LPC. The LPC is the focus for all NHS community pharmacists and community pharmacy owners and is an independent and representative group. The LPC works locally with NHS England Area Teams, Clinical Commissioning Groups (CCGs), Local Authorities and other healthcare professionals to help plan healthcare services. There are around 70 LPCs throughout England. LPCs have been supporting the Shared Care Record pharmacy agenda within their areas. The LPC list is at: [LPC Online](#).

Appendix 01/12/22

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Subject	Welcome and housekeeping
Date/time of session	8th December 2022: 09:30-09:36am
Status	Public
Presenters	Matt Armstrong (CP ITG Chair) and Charis Stacey (NHS England's Transformation Directorate)
Overview	Introductions

### [Opening](#) (09:30-09:36)

#### **Matt Armstrong (CP ITG Chair) – house keeping (two minutes)**

- Matt will welcome all and explain how this event will be run.
- Participants will be encouraged to use the chat stream and the 'raise hand' feature during the Q&A sections of the meeting.

#### **Charis Stacey (NHS England's Transformation Directorate, POD) (two minutes)**

- Charis will provide some background on the Community of Practice and the purpose of the event.

#### **Matt Armstrong - introductions (two minutes)**

- Pharmacy Contractual Framework ([CPCF](#)) and new CPCF clinical services; and
- CP ITG feedback.

### [Group introductions](#) (09:30-09:36)

- The participants will be invited to introduce themselves using the meeting chat pane and explain what they would like to get out of the event.

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## Appendix 02/12/22

Subject	National Care Record Service changes
Date/time of session	8th December 2022: 9:36-9:45
Status	Public
Presenters	Jill Sharples (NHS Digital NCRS team) and Ben Brearley (NHS Digital)
Overview	National Care Record Service will replace the Summary Care Record application (SCRa) portal.
Proposed action	The group is to be updated and to discuss developments.

[The National Care Records Service \(NCRS\)](#) is being introduced as a new interface available from within the Spine portal link directory to provide national patient information for health and care staff. NCRS will be a successor to the [Summary Care Record application \(SCRa\) portal](#).

NCRS enables view of SCR information but additionally:

- Personal Demographics Service;
- National Record Locator to locally held care plans
- Reasonable Adjustments Flag.
- Child Protection Information Sharing

Information within NCRS is consumable by IT system suppliers.

All authorised health and care professionals can access the National Care Records Service using mobile or desktop device connected to the internet using WiFi, mobile data or an existing Health and Social Care Network (HSCN). The NCRS offers multiple access options including biometric authentication or smartcards. The NCRS was piloted in a range of different health and care settings including within Weldricks pharmacies. It is now being 'fully rolled out' following the success of the pilots.

### [Updates and Q&A](#) (9:36-9:45)

**Jill Sharples (NHS Digital NCRS team)** will provide an update (**six minutes**).

**Q&A:** The participants will be invited to ask questions during a brief Q&A session (**three minutes**).

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## Appendix 03/12/22

Subject	Professional Record Standards Body, core information standard and records standards
Date/time of session	8th December 2022: 9:45-9:53am
Status	Public
Presenters	Martin Orton (PRSB) and Bryn Wales (Channel 3, PRSB partner)
Overview	The core information standard defines a set of information that can potentially be shared between systems in different sites and settings, among professionals and people using services.
Proposed action	The group is to be updated and to discuss developments.

### Core Information Standard and records standards

PRSB consulted on whether the [Core Information Standard](#) (CIS) suited Shared Care Records usage within the community pharmacy sector. PRSB's workshop participants strongly supported pharmacy professionals and patients having access to the information within the CIS. PRSB are exploring how GP Connect records information could provide a useful interim measure for settings without comprehensive Shared Care Records information, and feedback indicates GP Connect information would support service delivery. PRSB want to see records programmes and IT systems aligning to coded standards. Existing PRSB standards cross reference to coded FHIR standards, e.g. [Medicine and Allergy/Intolerance Data Transfer standard](#).

Previously the CP ITG has continued to welcome an underlying expanded coded standard so that a supplier integrating with ShCR, SCR and GP Connect could integrate with any other record system easily.

### Updates and Q&A (9:45-9:53am)

**Martin Orton (PRSB) and Bryn Wales (Channel 3, PRSB partner)** will provide an update about the core information standard and its future (**six minutes**).

**Q&A:** The participants will be invited to ask questions during a brief Q&A session (**two minutes**).

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## Appendix 04/12/22

Subject	GP Connect's 'Access Records', secondary care case study and direct care APIs
Date/time of session	8th December 2022: 9:53-9:59am
Status	Public
Presenters	James Palmer (NHS Digital, PODAC) and Andy McCarthy (NHS Digital GP Connect)
Overview	GP Connect: Access Record allows clinicians to view a read-only version of the patient's detailed GP practice record.
Proposed action	The group is to be updated and to discuss developments.

CP ITG has previously been updated about the [GP Connect 'Access Records' programme](#).

Past CP ITG updates have included discussions surrounding:

- The GP Connect Access Record programme allows authorised clinicians access to GP patient records in a HTML read-only or an editable format. NHS Digital's focus will be on the GP Connect structured API.
- The GP Connect Access Records project is not intended as a full replacement for the Shared Care Record (ShCR). However, there could be scope for specific use cases where GP Connect information supports pharmacy delivery of services – subject to some development being completed by prescribing system suppliers.

### [Updates and Q&A](#) (9:53-9:59)

**James Palmer (NHS Digital PODAC)** will provide an update about GP Connect 'Access Records' and direct care APIs **(two minutes)**.

**Andy McCarthy (NHS Digital GP Connect)** will share information about a GP Connect case study from secondary care **(two minutes)**.

**Q&A:** The participants will be invited to ask questions during a brief Q&A session **(two minutes)**.

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## Appendix 05/12/22

Subject	Update from Shared Care Records team, and about records ambitions
Date/time of session	8th December 2022: 09:59-10:10am
Status	Public
Presenters	John Farenden, NHS England's Transformation Directorate, ShCR team
Overview	Shared Care Records (ShCR) are patients' local electronic health records. These include information from multiple care settings.
Proposed action	The group is to be updated and to discuss developments.

### Shared Care Records updates

- Shared Care Records (ShCR), formerly 'Local health and shared care records', are patients' electronic health records. ShCRs include information from multiple care settings, e.g. GP practice and secondary care. Most English patients live within an area with a records project ongoing. LPCs and/or local contractors can continue to take steps to gain pharmacy access and should use the guidance set out at the 'Engagement' section of the [community pharmacy and ShCRs webpage](#). Newer guidance documents include: [ShCR checklist for local areas \(CP ITG template\)](#) and [ShCR usage guide \(pharmacy\) template](#) (comments about these new templates can be directed to [it@psnc.org.uk](mailto:it@psnc.org.uk)).
- PSNC published a ShCR case study: [Somerset Shared Care Record case study \(SIDeR\)](#). Digitalhealth.net reported that [Somerset Integrated Digital ShCR is now being used 13,000 times a month](#) (by a mixture of healthcare settings).
- PSNC continues to work with the NHS England's Transformation Directorate and other relevant stakeholders on the actions set out within the [Shared Care Record \(ShCR/LHCR\) NHS Transformation Directorate and pharmacy outputs and actions](#). During this 2021 event the CP ITG participants had flagged some of the challenges with the local variability of IG and technical protocols for the varying ShCR projects. Some of the developments since then are outlined within [ShCR developments \(as of November 2022\)](#).

### Updates and Q&A (09:59-10:10)

**John Farenden, (NHS England's Transformation Directorate, ShCR lead)** will provide an update about ShCRs and records work (**eight minutes**).

**Q&A:** The participants will be invited to ask questions during a brief Q&A session (**three minutes**) prior to the five-minute-break.

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## Appendix 06/12/22

Subject	Breakout discussions, sharing back and brief general Q&A
Date/time of session	8th December 2022: 10:15-10:55
Status	Public
Presenters	Matt Armstrong
Overview and action	The group will be invited into breakout discussions, and then the facilitators will share key points back to the wider group

### Introductions to breakout sessions (10:15-10.17)

The hosts will welcome everyone back from the short break and summarise some common themes from the discussions so far. The participants will be asked to join breakout rooms.

### Breakout discussions for all participants (10.17-10.40 - 23 minutes)

Please enter the Breakout room once you are directed to do so via a Zoom message prompt. There is predicted to be approx 7-12 groups depending on attendance.

Once you are within the breakout room, please do a quick round of introductions: your name and organisation.

The breakout questions are below. **Each group must answer at least two of these.** These are listed within the table to the right but should be confirmed by the facilitator. In the event of the facilitator / note taker being absent from your breakout room (e.g. because of a technical issue), your group may quickly select a facilitator and a note taker and select any two questions to discuss.

Group	Questions for group
Group 1 & 8	a/d
Group 2 & 9	c/d
Group 3 & 10	b/f
Group 4 & 11	a/c
Group 5 & 12	d/e
Group 6	b/f
Group 7	b/e

- a. What are the most beneficial elements of records information that would help pharmacy teams to do their job?
- b. What are the benefits of structured information and how could structured information add value?
- c. What are the common practical and technical elements for the varying NHS records systems?
- d. What are the common practical and technical challenges with uptake for varying NHS records systems?
- e. What would you like to change with the records systems - or see in addition?
- f. How could speedier integration and progress be achieved?



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*If your group complete two questions ahead of time, you may proceed to other questions.*

Note takers are asked to share their notes to [it@psnc.org.uk](mailto:it@psnc.org.uk) to support the outputs document which will be produced after the event.

### **Sharing back from breakout facilitators** (10:40-10.50)

Everyone will be invited back to the main room. Matt Armstrong will ask facilitators to share some key points back to the wider group.

### **Final Q&A** (10.50-10.55)

The participants will have a final chance to raise questions for the speakers.

### **Thanks, next steps and close** (10.50-10.55)

The hosts will provide an outline of the next steps.

All the participants will be encouraged to share within the chat: What one action, however small, will you take forward after this event to support the records agenda?

Participants will be asked to complete an [anonymous short online evaluation survey about their experience](#), to help any planning for future events.

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## Appendix 07/12/22

Subject	For report: Updates on other CP ITG work streams
Date/time of meeting	8th December 2022
Status	Public
Overview	This appendix provides a status report on other aspects relating to health care records that will not be covered in detail during the meeting due to time constraints.

### 1a Supporting the development of interoperability/integration

Relevant webpages include: [/interoperability](#) and [/dosesyntax](#)

### Records

- [SCR AI changes continued beyond COVID-19 legislation which expired at the end of June 2022](#). PSNC and the Community Pharmacy IT Group have campaigned for pharmacy teams' access to SCR AI to be extended beyond the pandemic by sharing case study information. If you have any examples of how SCR with AI has enhanced patient care, in comparison to the normal SCR access, please contact [it@psnc.org.uk](mailto:it@psnc.org.uk), as such examples could be used to support the case for permanent access to SCR with AI and other health records for pharmacy.
- PSNC conducted some interviews with pharmacists that frequently used ShCR systems. Some of the comments about ShCR and GP Connect Access Record programme included the below:
  - If there is integration with both, this provides continuity if one system experiences an outage.
  - ShCRs and GP Connect each have some of their own benefits and challenges.
  - ShCR records can include structured information from across multi sectors e.g. helping with the delivery of Discharge Medicines Service (DMS) when discharge information can reach the pharmacy before the GP Practice.
  - GP Connect records are useful for a lot of dispensing work, but record data from other settings does not always impact the GP record swiftly and in a structured way.

### IT policy: Integrated Care Systems (ICS)

- techUK published a report on [What should ICS prioritise to make digital, data and technology work for them and their populations? \(pdf report\)](#). The report was written in collaboration with techUK's Health and Social Care Council, the supplier community. It includes case studies and five key recommendations for ICS. [UKauthority.com reported on the techUK's work.](#)

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- [HSJ.co.uk](#) opined on [how ICSs could best benefit from digital technology](#).
- [Better's Chief Technology Officer commented on the digital challenges with ICSs achieving integrated care](#).
- [Integrating Digital Health and Care 2022 webinars were made available as videos on-demand](#). These videos explored the digital innovation and integration taking place and the latest in the development of ICSs.

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