



## Category: Setting the Stage/Strengthening the Foundation

**Award Reference Number:** 1298

**Region:** North East

**Disease:** Cross dept

**Organisation Type:** Community

**Intervention:** Integrated Electronic Patient Record

**Key words:** Tyne and Wear, continuity of care, process mapping,

## Electronic Patient Records

### NHS South of Tyne and Wear Community Health Services

**Setting:** NHS SoTW Community Health Services is one of the largest providers of Community Health Services in the North of England, providing care to a population of approximately 621,000 patients, employing over 2,950 staff and delivering more than 80 contracted services to the local population. Community Health Services is structured into six care streams with a range of services beneath each stream.

Urgent Care, Intermediate Care, Specialist Palliative Care, Planned Care, Children's and families, Learning Disabilities, Substance misuse and other specialist services

There are a range of professionals working in these services for example, District Nursing, Health Visiting, School Nursing, and other more specialist clinical and supporting administrative roles. Professionals provide a range of preventative and treatment services to a variety of patient and client groups. Services are provided in clinic and community based locations as well as in the clients or patients own homes.

**Introduction:** The vision for Community Health Services is to ensure the right information is available for the right professional at the right time by implementing a fully integrated Electronic Patient Record (EPR) across all care settings. Access to the EPR will be real time supported by using mobile working technology.

This will help support clinical decision making reducing the need for unnecessary patient handovers to other services, unnecessary referrals and hospital admissions and improving the overall quality of care and outcomes of for patients.

**Nominated Contact:** *Maureen Dale, Service Lead, Carer and Patient Involvement, NHS South of Tyne and Wear Community Health Services*