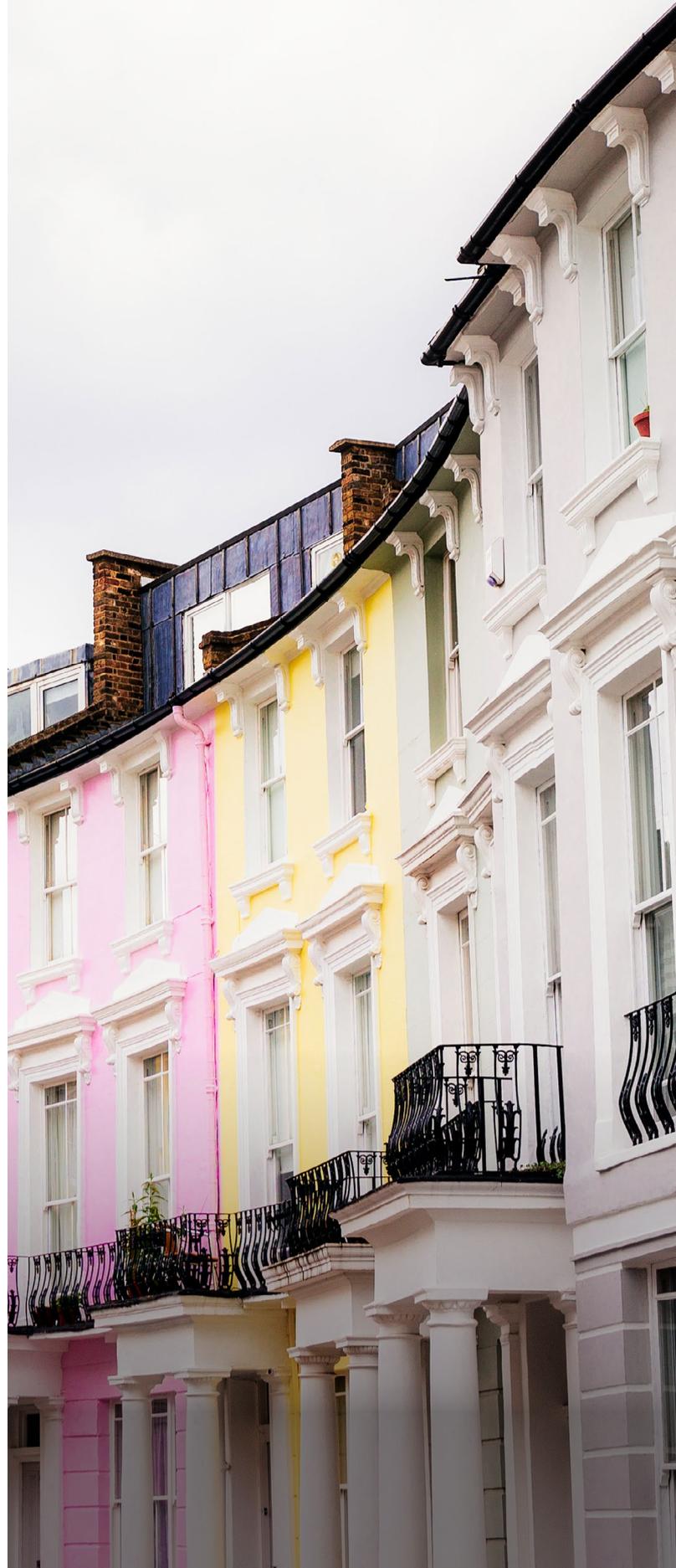# Camden CCG enables joined-up care by delivering an Integrated Digital Care Record across health and social care

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Orion Health Case Study:
Camden Clinical
Commissioning Group

London

www.camdenccg.nhs.uk/

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The Customer

NHS Camden Clinical Commissioning Group (NHS Camden CCG) was formally created in 2013 to commission the delivery of healthcare in Camden, London. They are clinically led, with the 35 GP practices in Camden making up their membership and working alongside them to make decisions about how best to deliver health and care services across the borough.

The Challenge

The Care Integrated Digital Record (CIDR) project came about to coordinate a complex health system in Camden which was delivering very mixed outcomes. Like many NHS commissioners, NHS Camden CCG faced the challenge of patient information existing in a number of disparate systems across GP records, hospital records, clinical documents, community health records, mental health records, social care records and end of life care records, with no single view available. They developed a business case with providers for a single integrated digital care record system to help care givers deliver the best outcomes for patients.

The Solution

NHS Camden CCG has made major inroads in achieving the National Information Board's 2020 directive to implement 'real-time digital information on a person's health and care by 2020'. Established in 2013, the Care Integrated Digital Record (CIDR) project brings together information from many systems to provide an integrated record for use by care givers across the borough.

CIDR is making a significant difference and is currently actively used by over 2,000 clinicians and care givers, with more than 7,000 unique records accessed per month. Hasib Aftab, Assistant Director of IT & Systems at Camden CCG, states, "CIDR has been used for over two and a half years now and is well proven. Our aims of ensuring our clinicians are well informed with real-time access to detailed patient information, that not only maximises their time but also improves care outcomes, are becoming reality."

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> I saw a patient referred here today for suspected cancer and with the help of CIDR was able to see the blood tests done by the GP at the Royal Free Hospital. Through CIDR I was able to reassure the patient, not repeat any tests and discharge them – all in 15 mins. Now I have a happy patient, happy doctor and reassured GP. Great stuff
>
> **Wai Keong Wong,**
> Consultant Haematologist,
> University College London Hospitals

The scope of the project

CIDR is currently a read-only web-based portal that enables health and social care professionals to view information from multiple care providers in one place. The partner organisations that share their data through CIDR are – 34 Camden GP practices, Camden and Islington Mental Health Trust, Central and North West London Community Trust, Royal Free Hospital, University College London Hospitals , London Borough of Camden – Social Care, and The Royal Marsden – Coordinate my Care – for End of Life care plans. Users are presented with a view of information specific, relevant and appropriate to their care setting when they access CIDR.

 "We have been very fortunate in our choice of technology partners. Orion Health and NextGate have helped us overcome a core integration challenge to match data held in different systems, in different formats and to different levels of granularity and accuracy across our Borough network," adds Julian Young, CIDR Programme Manager. The full range of connected systems include – EMIS, Rio, Cerner, Docman, Winpath, Mosaic, CareCast, Carenotes, SystmOne, Frameworki and Coordinate my Care. CIDR can be accessed directly from the GP system via single sign-on with EMIS, without the need for an additional log-in.

In support of Camden CCG's Local Care Strategy, which includes a drive to move care out of hospitals, Clinical Alerts were added to the CIDR solution for GPs in the spring of 2018. These alert the clinician to a change in circumstances for the patient, for example they may have been admitted to or discharged from hospital, or visited A&E. This visibility of this information allows for improved transfers of care, a reduction in wasted appointments where the patient will be unable to attend due to their change in circumstances and prevented admissions or re-admissions where the clinician can provide early intervention.

> ❝
>
> CIDR revolutionises care of heart failure and, I suspect, other chronic conditions by informing us of investigations, medication changes and discharges from other care providers. It is an essential tool now in the Heart Failure Clinic
>
> **Dr Simon Woldman,**
> Consultant Cardiologist, University College London Hospitals and St Bartholomew's Hospital London

The Results

This real-time integrated digital care record allows front-line clinicians and care givers to make informed decisions that give more targeted care, improve patient outcomes and boost service efficiency. Camden CCG has undertaken extensive research with thousands of CIDR users and patients to understand the impact. Benefits cover almost every operational aspect:

Safety
• Improved access to allergy information and medications
• Avoided contraindications
• Improved data quality through increased visibility prompting updates
• Reduced repeat activity e.g. blood tests and information recall for patients
• Time saved for clinicians in searching for information via phone, post and fax

- Faster diagnoses, treatment decisions and turnaround times for things such as emergency e-triage and confident discharge

Experience

- Reduced repeat activity e.g. blood tests and information recall for patients
- Time saved for clinicians in searching for information via phone, post and fax
- Faster diagnoses, treatment decisions and turnaround times for things such as emergency e-triage and confident discharge

Efficiency

- Reduced repeat investigations and over-prescribing
- Reduction in unsuccessful visits/ DNAs
- Decline in unnecessary admissions/ appointments through knowledge of things such as an existing care plan or outpatient follow-up

Future Developments

Planned future developments include adding additional datasets for example radiology, broadening the alerts functionality to include NHS 111 and extending social care information to include safeguarding alerts and overview assessments.

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At Orion Health, we are building thinking software for life. Our new generation eHealth software provides an open platform that seamlessly integrates local, regional, and national data, making it more readily available to doctors, nurses, specialists and patients themselves. We believe that our software, built on new generation technology, will give everyone healthier, happier and longer lives.

Find out more at: orionhealth.com

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CIDR means we can now get patient information, such as blood tests, in real-time rather than having to wait for them to arrive from the hospital. This includes investigations done by other clinicians including those done as an inpatient or outpatient, by the emergency department or community teams. This avoids unnecessary delays and duplicate tests as well as wasted appointments and admin time chasing results and allows us to reassure the patient sooner

Dr Ehsan Alkimizwini,
GP & Clinical Lead,
Care Integrated Digital Record Project

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