



Cheshire and Wirral Partnership NHS Foundation Trust safely and securely shares documents between care settings with Docman Connect

Mental health trust partners with Advanced for Cloud-based digital messaging platform that meets NHS standards on Transfer of Care documentation.

Background

At Cheshire and Wirral Partnership NHS Foundation Trust (CWP), our vision is to work in partnership to improve health and wellbeing by providing high quality person centred care.

CWP provides health and care services for local people in partnership with other organisations. Our services include mental health and learning disabilities, community physical health and all-age disability care. We have services across Cheshire and Wirral as well as Trafford, Warrington, Bolton, Halton, Liverpool and Sefton. We employ more than 3,400 staff across 65 sites and serve a population of over one million people.

The trust and our people are continually recognised for our contribution to mental health. We were a finalist in the Mental Health Provider of the Year at the Health Service Journal (HSJ) Awards, achieved the Silver Award at the CIPR Pride Awards for our Big Book of Best Practice and won three regional parliamentary awards – all in 2019. In 2018, we were rated as 'Outstanding' for caring by the Care Quality Commission.

Our challenge

The biggest challenge we face is keeping up with the requirements for GP practices to have access to up-to-date patient information as well as be quickly issued any new information from our trust.

We also have to send Transfer of Care documentation to GPs via a secure interface within set timescales; in-patient discharge summary letters within a 24-hour period and out-patient summaries (provided they meet a set criteria) within seven days.

Our previous methods of sharing documents, however, made this difficult to achieve within the mandated timescales. Historically, we would have used email and fax. Most recently, however, we have been using NHSmail which is a secure email service from NHS Digital for sharing patient identifiable and sensitive information with other NHSmail users.

This has obviously been a step in the right direction but changes to the NHS Standard Contract requirements specified the use of a structured messaging platform that would provide direct automatic transfer onto the GP practice electronic patient record system rather than being sent by post, fax or email.



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Implementing messaging platform that meets NHS standards on Transfer of Care documentation

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We knew this approach would not only enable us to send discharge and summary information within the specified timescales but provide an audit trail too – therefore complying with the new NHS contract requirements.

Finding a solution

We needed to partner with an organisation at the forefront of delivering a digital messaging platform that empowers our trust to safely and securely share documents between care settings.

Advanced is an organisation we have worked with successfully over a number of years, using its electronic patient record solution Carenotes which has been developed to specifically address the needs of mental health services.

Therefore, despite exploring a couple of options, we knew Advanced would be the right partner. The relationships were already in place and the organisation already had an understanding of how we work.

In April 2019, we went live with Docman Connect, Advanced's Cloud-based solution for electronically transferring documents and data securely to GPs – all in line with NHS Standard Contract requirements.

It ensures all clinical documents are encrypted when sent, and decrypted when received, to maintain a secure transfer of care process. Any type of clinical document is acceptable and is able to be delivered in the practice's preferred format. What's more, we can track every document's journey, providing peace of mind that the clinical document is delivered and processed by the intended recipient.

Vicky Williams, our Clinical Support Systems Manager at Cheshire and Wirral Partnership NHS Foundation Trust, says: "Docman Connect helps us meet key national standards that have been set out in our contracts. It means sending documents within a required timeframe needn't be challenging and we can demonstrate to NHS England that we have clear

and compliant plans for transfer of care documentation. We originally signed up to send 20,000 documents per year but are already increasing this to around 50,000 per year. As of November 2019, we have around 500 users and counting.

Benefits we've seen

The biggest benefit for us has been compliance with the NHS Standard Contract requirements. We now have a single Cloud-based system that is secure, reliable and efficient. Docman Connect's interface is simple, making it easy to use, and we have seen many of our users just pick it up and run with it.

On the whole, feedback has been positive. We know that the technology works and have created a Standard Operating Procedure (SOP) which clinicians and administrators involved in creating inpatient discharge and outpatient summaries are required to follow to avoid any challenges with the adoption of the technology.

We also have an intranet page with a number of user guides on how to use Docman Connect. What's more, we delivered a mandatory training package before going live with the system, which users had to complete. Our IT trainers would conduct the sessions, both face-to-face and online, before providing the login details. User education is ongoing, encouraging feedback to continually improve over time. Ultimately, Docman Connect will increase efficiencies which can only be a positive.

Vicky said: "Advanced has delivered a solution that is proven to meet the demands for delivering Transfer of Care documentation to GP practices which in turn helps us to continue to deliver high quality, person-centred care to our patients. It gives us everything we need to share discharge and outpatient summaries and, being a standalone solution, we know it will be able to expand as and when we need in the future."

Want to know more?

Visit our website <https://www.oneadvanced.com/solutions/docman-connect/> for more information about Docman Connect and how you can get in touch with us.

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