



COVID-19 CLINICAL SOLUTIONS

What did you do?

We promoted the use of Summary Care Record Additional Information (SCR-AI) uptake at the onset of the COVID-19 outbreak (week commencing 16th March 2020).

Who are you?

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What was the problem?

Visibility of patient information from their primary care record continues to be a challenge, with different software being used at different care settings. The 'additional information' set allows visibility of more granular details such as significant medical history; reasons for medication; anticipatory medication; and end-of-life care information.

What was the solution?

We realised the importance of promoting SCR-AI to our patients and started working on this from July 2019 when our overall population uptake was at 28%. We involved our patient participation group to get their views and support behind the project. We educated our staff within the practice on how to enable consent to activate SCR-AI with the patient record. We then sent out an SMS campaign to our patients (by use of MJog) using material from NHS Digital signposting the benefits of upgrading their consent. Patients were also educated on the benefits and consented opportunistically when they called into the surgery, or when there was a face-to-face review. This improved our SCR-AI to 44% at the beginning of March 2020.

At the onset of the COVID-19 outbreak, we realised how important it was to try again to get more patients signed up. As such we prioritised a second SMS campaign in the 3rd week of March before we were faced with staff shortages due to COVID-19. This advance planning led to a further 750 patients consenting. This resulted in a total of 51% of our patient population (12 776 patients) signed up permanently for SCR-AI, the highest uptake among all 19 GP practices in North Lincolnshire.

On the 23rd March 2020, NHSX and NHS Digital in lieu of the pandemic acknowledged the importance of SCR-AI nationally and, under the COPI notice, SCR-AI has automatically been included in all patient SCRs unless a patient has expressed a preference not to include it.

Where can we find out more?

<https://youtu.be/hKJN4Rd8y9E>