
Evaluation Report for Coventry and Warwickshire Integrated Care Record engagement campaign

February 2021

Contents

| | | |
|------------|---|----|
| 1.0 | Executive Summary | 3 |
| 1.1 | Background | 3 |
| 1.2 | Introduction | 3 |
| 1.3 | The process | 4 |
| 1.4 | Response to the engagement campaign..... | 4 |
| 1.5 | Points for consideration and recommendations | 5 |
| 2.0 | Introduction | 5 |
| 3.0 | The process | 6 |
| 3.1 | Engagement activities and reach | 8 |
| 3.2 | Media | 8 |
| 3.3 | Websites | 9 |
| 3.4 | Social media..... | 9 |
| 3.5 | Advertising campaign | 10 |
| 4.0 | Responses from organisations and other correspondence | 11 |
| 5.0 | Responses to the survey..... | 11 |
| 5.1 | Responses to the engagement campaign by letter or email..... | 18 |
| 6.0 | Conclusions..... | 19 |
| 7.0 | Recommendations | 19 |
| Appendices | | 20 |
| | Appendix 1 – List of partner organisations within the Coventry and Warwickshire Integrated Care Record..... | 20 |
| | Appendix 2 – Evidence of support from partner organisations..... | 21 |
| | Coventry and Warwickshire Health and Care Partnership activity report..... | 21 |
| | CWICR – UHCW activity report | 23 |
| | Appendix 3 – free text responses from question 2 on the survey: Is there any additional information you would like provided to describe the Coventry and Warwickshire Integrated Care Record? | 27 |
| | Appendix 4 – free text responses from question 4 on the survey: Please could you explain why you do not think the Coventry and Warwickshire Integrated Care Record is a good idea? | 28 |
| | Appendix 5 – free text responses from question 5 on the survey: What do you think are the good things about the Integrated Care Record? (Other)..... | 29 |
| | Appendix 6 – free text responses from question 6 on the survey: What do you think are the possible negative impacts of the Integrated Care Record? (Other) | 30 |
| | Appendix 7 - Do you have any further comments? | 31 |

1.0 Executive Summary

1.1 Background

The NHS Five Year Forward View set out that the traditional divide between hospitals, GP practices, community-based care and social care is increasingly a barrier to providing personalised and joined up services to people. The publication of Local Digital Roadmaps in 2016 across the NHS and Local Government indicated high levels of ambition for making better use of information for health and care.

1.2 Introduction

The Coventry and Warwickshire Integrated Care Record (CWICR) programme was initiated to enable sharing of information between health and social care (GP practices, acute services including acute, mental health, and social care).

Working towards the ambitions of the NHS Five Year Forward View, the Coventry and Warwickshire Integrated Care Record has been under development for several years. Partner organisations within health and social care (see Appendix 1) have been working collaboratively towards a single instance solution in which health and care staff directly involved with the treatment of a patient/service user are able to access a single care record with all instances of care provided by these staff recorded on the CWICR.

With the impacts of COVID-19 and the need for greater digital development and data sharing across health and social care the CWICR programme has accelerated its delivery schedule. It is now anticipated that the roll out of the CWICR will be spring 2021.

The roll out of the CWICR is essential to the delivery of the key priorities within the Coventry and Warwickshire Health and Care Partnership (HCP) and forms part of the HCP 5-year Digital Strategy.

To support the rollout of the CWICR an eight-week engagement campaign was undertaken. The ambition of the campaign was to:

- Raise awareness of the CWICR with the general population of Coventry and Warwickshire
- Offer the public the opportunity to be more involved with the CWICR and also provide feedback on their initial aspirations and concerns
- Inform key stakeholders about the CWICR and give them the opportunity to speak to the specialist team

The outcomes of the campaign can be found within this evaluation report.

1.3 The process

The CWICR programme team commissioned a strategic communications lead to centrally manage the campaign with support from the partner organisations' communications and engagement teams. The campaign strategy and plan was developed and taken to the Integrated Care Record Board. Collateral for the campaign was designed centrally and then distributed through the existing partner networks. The process included:

- A centralised [web page](#) on the Healthy Happy Lives website
- An online survey which received 247 responses
- An MP briefing sent to the 11 elected members in Coventry and Warwickshire
- A stakeholder briefing sent directly to 168 contacts and shared with the partner organisations to distribute to their stakeholder contacts
- Several GP communications distributed through the CCGs newsletters
- Several staff communications which partner organisations shared in staff briefs and on the organisations' intranets
- A public leaflet and poster
- A social media campaign directing the public to the website and directly to the survey
- An advertising campaign using local tabloids and radio
- A targeted social marketing campaign concentrating on 18-44 year olds and the BAME community
- A video, an animation and an Easyread document (in production)

1.4 Response to the engagement campaign

As highlighted in section 1.3 the number of respondents to the survey was 247. All responses received were online. There were no requests received for the survey in a different format or for a hard copy of the survey to be made available.

Within the survey there was the opportunity for respondents to request to be further involved with the CWICR programme. 95 respondents requested to be involved further.

The full response to the survey can be found in section 5 of this report and Appendices 3-6.

Due to the current COVID situation there was not an opportunity to offer face to face meetings with the central programme team however as an alternative there was an opportunity for stakeholders and the public to be part of virtual meetings (targeted or general). There were no requests received for this.

MPs were given the opportunity to have a virtual briefing session in addition to the briefing paper they received. One MP requested a virtual briefing session which took place on 13 November 2020.

Seven enquiries were received via the centralised email address
agem.integratedcarerecord@nhs.net

1.5 Points for consideration and recommendations

When looking at the detail of this report it is important to consider:

- 96.76% (239) of the total respondents said they did understand what the Coventry and Warwickshire Integrated Care Record is
- 91.90% (227) of the total respondents said they did think the Coventry and Warwickshire Integrated Care Record is a good idea
- Of the 218 respondents (29 respondents skipped the question) 72.02% were aged 45 – 74
- Of the 218 respondents (29 respondents skipped the question) 89.45% (195) registered as White or White British.

The feedback received from all respondents has been minimally edited, proofed or annotated for the purpose of clarity of response.

2.0 Introduction

The partner organisations within the Coventry and Warwickshire Health and Care Partnership were developing a means to digitally share health and care information across all partner organisations. This was referred to as the Coventry and Warwickshire Integrated Care Record (CWICR).

The emergence of the COVID pandemic accelerated the development of the CWICR. Ahead of the original programme schedule the partner organisations have developed the technical capability to share information digitally.

It was agreed by the partner organisations that they had a duty to inform the public within Coventry and Warwickshire of this development and the intention to share records electronically in the near future. The partner organisations wanted to understand the thoughts and feelings of their population and any

fears they may have with this direction of travel. They wanted to give people the opportunity to become involved and influence.

In July 2020, the partners commissioned dedicated communications and engagement support to engage and inform the general public and key stakeholders.

The engagement took place from 2 September to 31 October 2020. This report details the findings from that engagement campaign.

3.0 The process

A central communications and engagement function was set-up to develop and deliver the engagement campaign. The central function managed and facilitated all elements of the campaign. A communications and engagement working group was established to drive forward the campaign. The group membership consisted of senior communications and engagement support from all of the partner organisations.

The approach of the campaign was to utilise the existing networks within the partner organisations to rollout a public campaign. Due to the restrictions of COVID the campaign was mainly digital.

It was decided that the CWICR would adopt the existing recognised STP brand. This would allow the CWICR to be aligned to the other pan-organisational regional programmes undertaken within Coventry and Warwickshire, giving additional strength and depth to the CWICR and the overarching aims of the STP programme. Using the STP branding would emphasise the collaboration of health and social care partnership working.

The campaign was launched via email to all known existing stakeholders (including key advisory bodies and MPs/Councillors). The initial focus of the campaign was to raise awareness through web content and an online survey. A press release was distributed a couple of weeks after the launch of the campaign and was picked up by several local newspapers and trade journals.

A toolkit was developed for the partner organisations to use, increasing the reach and further raising the awareness of the engagement campaign and the CWICR.

Examples of the partnership communications support for the CWICR included:

- The Coventry and Warwickshire Health and Care Partnership:

- Twitter – a total of five tweets, 3603 total impressions
- Facebook – a total of five posts, 2,648 people reached in total
- University Hospitals Coventry and Warwickshire
 - Twitter posts
 - News article on website and promotion of the survey
 - Article and promotion of the survey on the Trust Intranet
- South Warwickshire Foundation Trust:
 - News article shared on website
 - Twitter posts
 - Survey shared through internal communications channels
 - Content shared with the online members
 - Update shared with the Governors
- Coventry City Council:
 - Social media posts with links to the survey
 - Internal comms articles with links to survey
 - E-newsletter to residents - article with links to the survey
 - Q&A section uploaded to the Let's Talk page on the ICR - article with links to survey <https://letstalk.coventry.gov.uk/integrated-care-record-consultation-coventry-and-warwickshire-health-and-care-partnership?preview=true> (city-wide audience)
- Warwickshire County Council
 - Twitter and Facebook messages

Partner organisations attended a monthly update meeting to ensure they were fully involved and informed.

Additional information and examples of the support from the partner organisations can be found in Appendix 2.

At the end of September an interim evaluation was undertaken of the survey responses. The outcome of the evaluation led to additional investment and resources being allocated. A local tabloid and radio campaign was undertaken throughout October to generate more general awareness and stimulate the number of survey responses. Targeted social media campaigns were undertaken to increase the opportunity of engaging with the under 45-year olds and also the BAME community.

A final drive was undertaken by all partner organisations on the 29 October.

The survey closed and the campaign activity ceased on 31 October 2020, although engagement activity will be ongoing throughout the duration of the programme.

3.1 Engagement activities and reach

Due to the COVID pandemic traditional face-to-face engagement activities for this campaign were limited. The focus of the campaign was to offer a virtual alternative through the existing public/patient groups. The opportunity to request a virtual group session with programme leads was part of the campaign offer as well as electronic posters and leaflets for distribution to the virtual groups.

No requests for the virtual sessions were received.

In order to try and increase the virtual engagement opportunities of the CWICR, the programme commissioned a video and animation. At time of publishing this report the video and animation are still in the production phase but it is planned that the release of the video and animation will coincide with the 'go live' date of the CWICR (anticipated March/April 2021)

3.2 Media

A media release was shared with all the local and regional trade and general press agencies within two weeks of the commencement of the engagement campaign. There was variable interest in the CWICR with a number of the agencies publishing the press release on their websites. The Stratford Herald sought further information and covered the CWICR in an editors blog.

Regional trade publication



The screenshot shows a news article from digitalhealth news. The article is titled "Coventry and Warwickshire to roll out integrated care records". It features a photograph of several hands holding interlocking gears. The article includes a quote from Andrea Downey and a sidebar with related posts about digital boards and the path to sustainable NHS transformation. There is also a sidebar for clinical software and cyber security.

The local BBC radio station was contacted for the opportunity of a pre-recorded or live interview on the CWICR but no response was forthcoming despite several chasing communications.

3.3 Websites

A central [web page](#) was set-up on the Coventry and Warwickshire Health and Care Partnership website. Partner organisations were requested to include content on the CWICR on their website and link to the central web page for further information.

The link to the website was shared in all communications and included on any communications materials produced.

3.4 Social media

A social media campaign was initiated at the beginning of the engagement campaign, scheduled to run over the first 4 weeks of the campaign. A social media toolkit was produced for partner organisations and key stakeholders to share through their existing online presence.

Following a review of the social media activity and the responses to the survey after the first 4 weeks of the campaign it was decided a second push on the social media was required targeted at the 18-44 year olds and the BAME community.

In addition to the targeted social media a second drive to reach out to the different communities was launched in the last two weeks in October. This involved posting pre-arranged content to existing groups within Coventry and Warwickshire and asking them to share. The areas covered were:

- Coundon
- Tile Hill
- Eastern Green
- Mount Nod
- Allesley Park
- Whoberley
- Holbrooks
- Keresley
- Wyken
- Henley Green
- Walsgrave
- Earlsdon
- Barford

Click on this link for a sample of the [content shared](#).

3.5 Advertising campaign

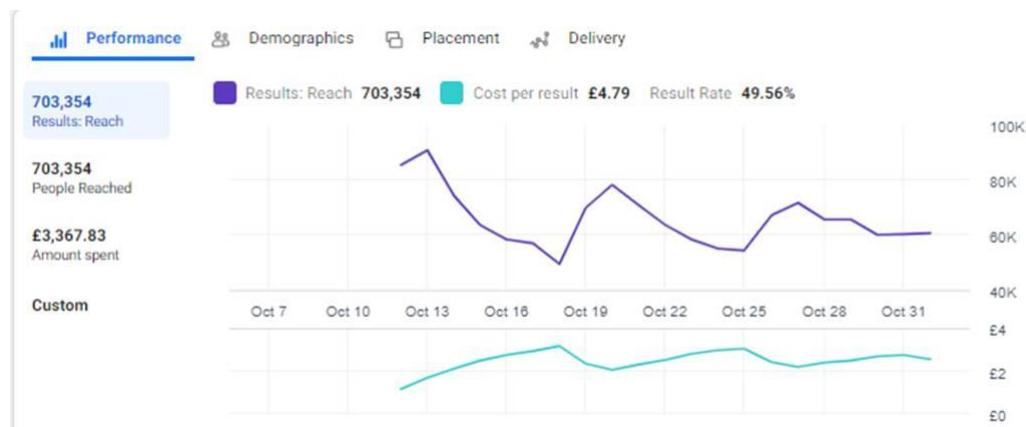
Following the mid-campaign review undertaken at the end of September it was decided that the programme required a further drive to encourage greater responses to the survey and responses from a more reflective sample of the population.

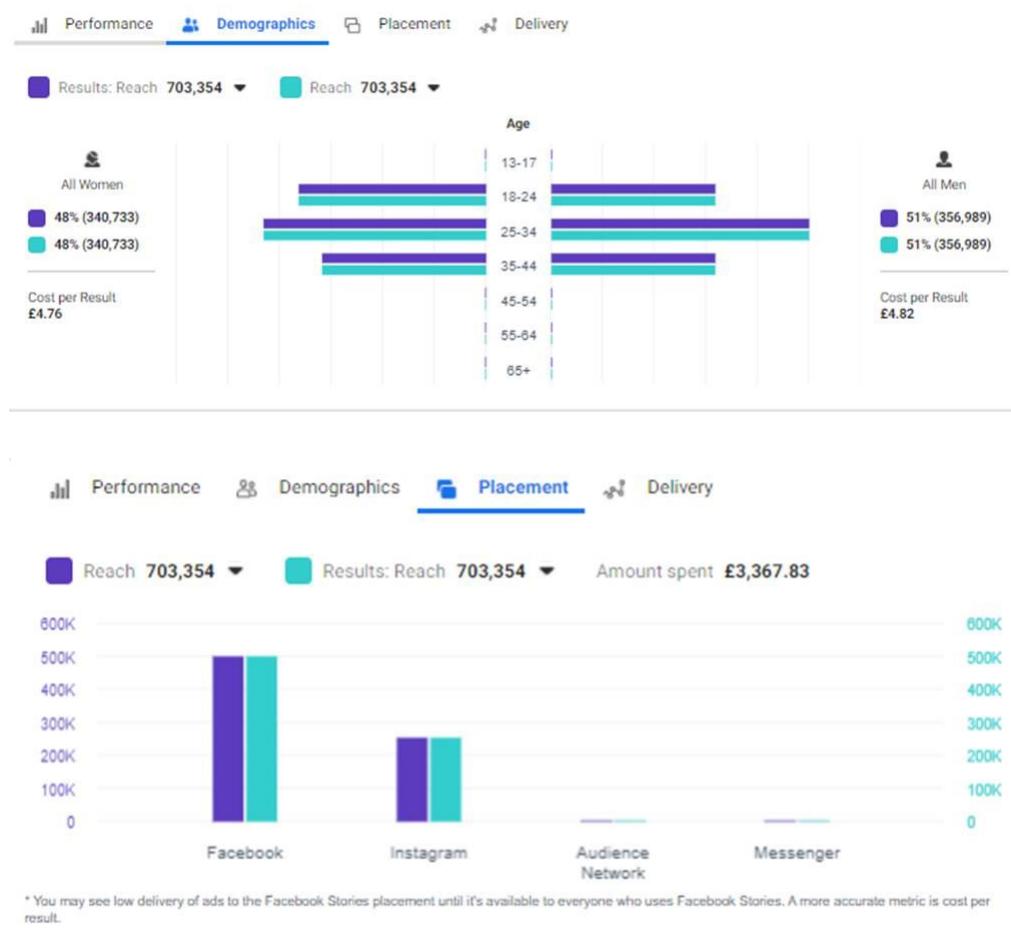
It was decided that a paid for advertising campaign would run through weeks 4-8 of the campaign. The advertising campaign was two-fold:

- General tabloid and newspaper advertising to increase the general awareness of the campaign and encourage a greater response to the survey
- A targeted social media campaign to two identified groups:
 - 18 – 44 years old
 - BAME communities

Experts from a specialised advertising company were commissioned to deliver the advertising campaign.

Although the number of responses to the survey did not show a notable increase during the campaign, the potential reach of the campaign can be seen below.





4.0 Responses from organisations and other correspondence

In response to the stakeholder engagement undertaken responses were received from Healthwatch and the PPPG group (representing the patients of South Warwickshire CCG). As a result of the feedback from Healthwatch and the PPPG the public facing documents were amended and an EasyRead document produced.

The Local Medical Committee was involved throughout the campaign and advised on the appropriateness of the content of the survey, poster, leaflet, web content and FAQs. The LMC remain an integral part of the CWICR programme.

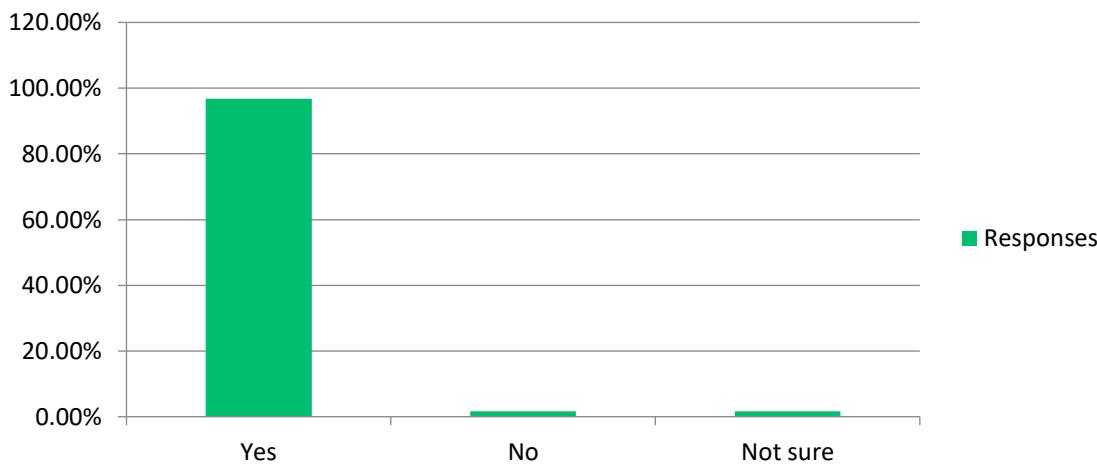
5.0 Responses to the survey

A total of 247 completed surveys were received and the following sections will explore the themes in respondent's comments.

Results from question 1 - Do you understand what the Coventry and Warwickshire Integrated Care Record is?

| Answer Choices | Responses | |
|-----------------|-----------|------------|
| Yes | 96.76% | 239 |
| No | 1.62% | 4 |
| Not sure | 1.62% | 4 |
| Answered | | 247 |
| Skipped | | 0 |

Do you understand what the Coventry and Warwickshire Integrated Care Record is?



Results from question 2 - Is there any additional information you would like provided to describe the Coventry and Warwickshire Integrated Care Record?

There were 94 listed responses to this question of which 41 contained qualitative information. The main positive themes to come out of the responses were:

- There would be better accessibility to records for a wider range of professionals. This would be useful as there could be multiple care professionals involved in a person's care. (care homes were mentioned as a particular sector that access should be available to)
- It would be good for health and care professionals to be able to access things like medication history and referrals to other services

- It should be more available than the local region as there could be cross boundary issues

There were also some concerns raised. These were around:

- It is an opt out process. The suggestion was that people should choose to opt in
- The stability of the IT infrastructure
- The security of the data held
- A reassurance of the information accuracy, quality and consistency
- A reassurance around the governance of who has access and when
- The Local Authorities having access to the records

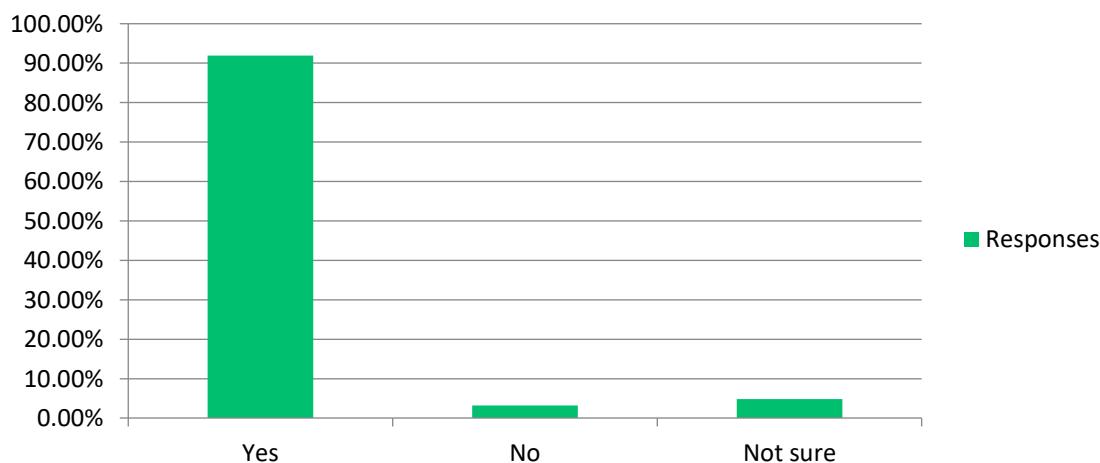
There was also a request for any materials to be available in different formats such as Easy Read to ensure the information is available and translatable to all members of the public.

A full listing of the response can be found in Appendix 3.

Results from question 3 - Do you think that the Coventry and Warwickshire Integrated Care Record is a good idea?

| Answer Choices | Responses | |
|----------------|-----------------|------------|
| Yes | 91.90% | 227 |
| No | 3.24% | 8 |
| Not sure | 4.86% | 12 |
| | Answered | 247 |
| | Skipped | 0 |

Do you think that the Coventry and Warwickshire Integrated Care Record is a good idea?



Results from question 4 - Please could you explain why you do not think the Coventry and Warwickshire Integrated Care Record is a good idea?

There were six listed responses to this question. The responses very much reflect the concerns raised in the free text answers to question 2. The key themes were:

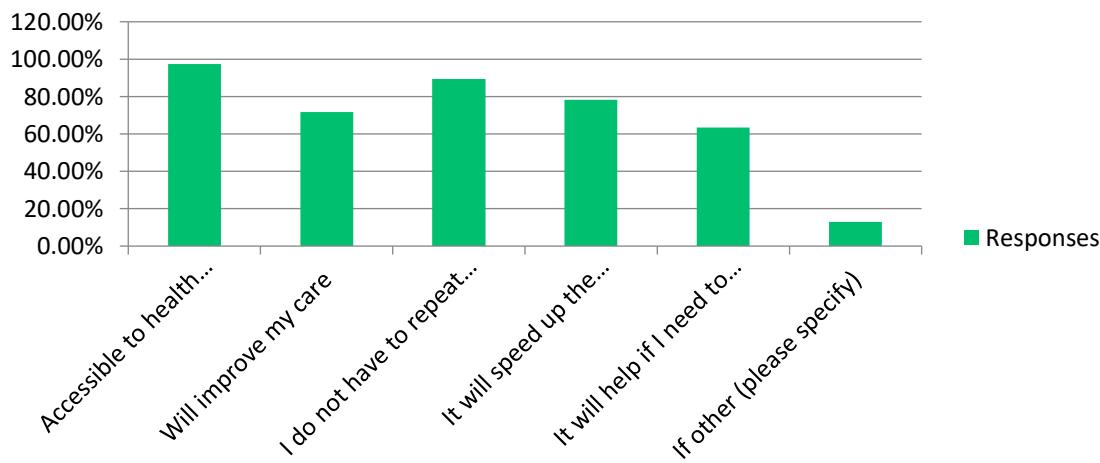
- A concern about the Opt In process as standard
- Councils having access to the information
- Unauthorised access by staff

A full listing of the response can be found in Appendix 4.

Results from question 5 - What do you think are the good things about the Integrated Care Record? (Tick all that apply)

| Answer Choices | Responses | |
|--|-----------------|------------|
| Accessible to health and care professionals directly involved in my care | 97.33% | 219 |
| Will improve my care | 71.56% | 161 |
| I do not have to repeat my details lots of times | 89.33% | 201 |
| It will speed up the time taken to treat me | 78.22% | 176 |
| It will help if I need to be treated for COVID-19 | 63.56% | 143 |
| If other (please specify) | 12.89% | 29 |
| | Answered | 225 |
| | Skipped | 22 |

What do you think are the good things about the Integrated Care Record? (Tick all that apply)



Of the five suggested options (the sixth option being 'other') the most selected option for what respondents thought was good about the CWICR was 'Accessible to health and care professionals directly involved in my care' (97.33% of the 225 respondents). The least favourable option was 'It will help if I need to be treated for COVID-19' (63.56% of the 225 respondents). There were 29 listed responses to the 'other' option for question 5. The main themes gathered from the qualitative data were:

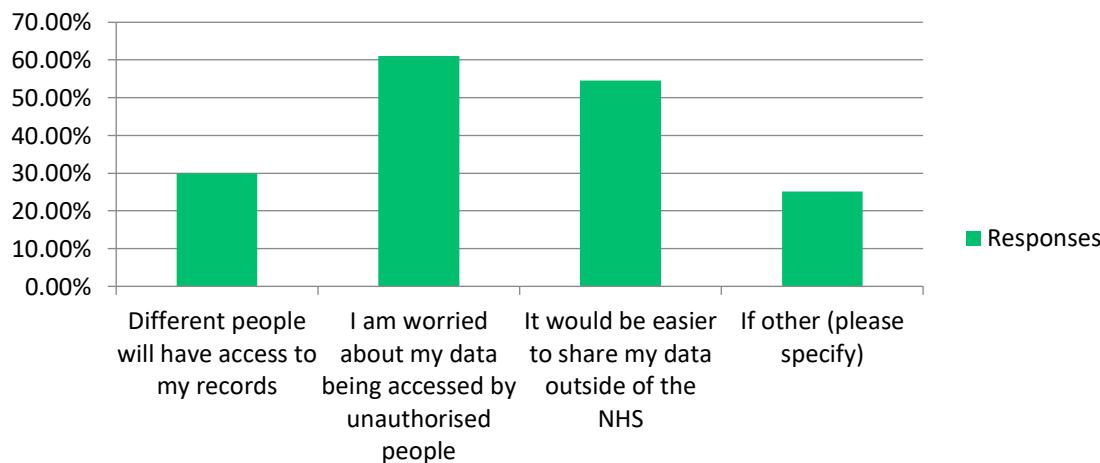
- Will provide a 'joined up' approach in a quick and easy to read format so that patients/service users don't have to:
 - Carry copies of treatments
 - Repeat everything about their medical history
- Will provide details if someone is incapacitated, unable to recall or in an emergency situation
- Improve speed, accuracy and record keeping across different agencies/providers.
- Reduce chances of results being lost and communication errors
- Increases safety
- Save time and money through improve efficiency of health & care services and reduction in repeat investigations

A full listing of the response can be found in Appendix 5.

Results from question 6 - What do you think are the possible negative impacts of the Integrated Care Record? (Tick all that apply)

| Answer Choices | Responses | |
|--|-----------------|------------|
| Different people will have access to my records | 29.94% | 50 |
| I am worried about my data being accessed by unauthorised people | 61.08% | 102 |
| It would be easier to share my data outside of the NHS | 54.49% | 91 |
| If other (please specify) | 25.15% | 42 |
| | Answered | 167 |
| | Skipped | 80 |

What do you think are the possible negative impacts of the Integrated Care Record? (Tick all that apply)



Of the three suggested options (the fourth option being 'other') the greatest concern for respondents around the negative impacts of the CWICR was 'I am worried about my data being accessed by unauthorised people' (61.08% of the 167 respondents). The option of least concern was 'Different people will have access to my records' (29.94% of the 167 respondents). There were 42 listed responses to the 'other' option for question 6. The main themes gathered from the qualitative data were:

- Data could be sold (insurance companies, medical corporations etc)
- Potential risk of data breaches due to IT security in NHS
- Hacking
- Need to have monitor controls so you know who is accessing the records at any given time.

- Data quality - information not up to date/Poor record keeping/Errors which may hard to correct or delete.
- Local Authority having access
- Denial of treatment because of current/previous health issues
- Computer System failures
- Too much information for the reader
- Potential false sense of security that a healthcare provider will have access to ALL relevant information (whereas it may well exist in adjoining jurisdictions).

A full listing of the response can be found in Appendix 6.

Results from question 7 - Do you have any further comments?

There were 87 listed further comments. The main themes gathered from the qualitative data were:

- **Positivity towards the CWICR** – 27 responses were of a positive nature (see diagram below)
- **Security of data** – there were 8 responses around concerns about the security of data and how it must be secure and not used by the private sector. There were concerns about the data being sold, or shared more widely in future, data protection security
- **Availability to other teams** – 6 responses mentioned that they would like wider availability of the CWICR to such teams as health visiting teams, ambulance staff, consultants other NHS teams as appropriate and also the ability to share with the private health sector organisations. One of the responses did query the appropriateness of councils having access
- **Staff access to data** – 6 responses commented on concerns around the security of access by staff. There were particular concerns around unauthorised access and what processes were in place to monitor and audit access
- **Patient access to data** – of the 5 responses received there was an overwhelming desire for people to be able to access their data
- **Geographical reach** – 3 responses talked about the need for the geographical reach of the CWICR to be wider, available to neighbouring regions, if not national
- **Data quality** – 2 responses highlighted concerns around accuracy and also the reliance on computers and not enough actual personal histories
- **Links to other electronic systems** – 1 response suggested that it would be good if it could link to other health systems

Diagram highlighting the positive response submitted in the further comments section of the public the survey



A full listing of the response can be found in Appendix 7.

5.1 Responses to the engagement campaign by letter or email

There were no responses to the engagement campaign by letter.

Of the seven emails received six have been resolved. The enquiries within the emails included:

- The information that would be shared by sexual health clinics and the opt out process
- Data processing and data usage
- Access to the survey
- The ongoing schedule of the CWICR
- The procurement process
- The gender question on the survey
- A request from an MP for a virtual MP briefing. This was undertaken on 13 November 2020.

One email remains outstanding as the process for right to object to data being shared in the CWICR is still being finalised.

No requests for the right to object to the CWICR were received through the central email.

6.0 Conclusions

From this report it is clear to see that there is an overwhelming appetite for the Coventry and Warwickshire Integrated Care Record however this is caveated with concerns about data security. People require the reassurance that if their data is to be shared then it will be safe and free from exploitation.

7.0 Recommendations

The recommendations of this report are:

- The report will be presented to the CWICR Board for inclusion in further decision making
- A people's forum should be set-up from the 95 respondents that said they would be interested in being involved further. The forum should be utilised to seek opinions and feedback on the proposed developments of the CWICR and also be utilised for sharing case studies and patient/service user experiences
- Ongoing engagement is required with some of the more seldom heard groups/communities to ensure that their voice is heard and the information available is shared amongst these groups/communities

It is evident that patients and carers have been directly impacted causing concerns over their mental health and wellbeing and for this to be considered before making any future decisions.

Appendices

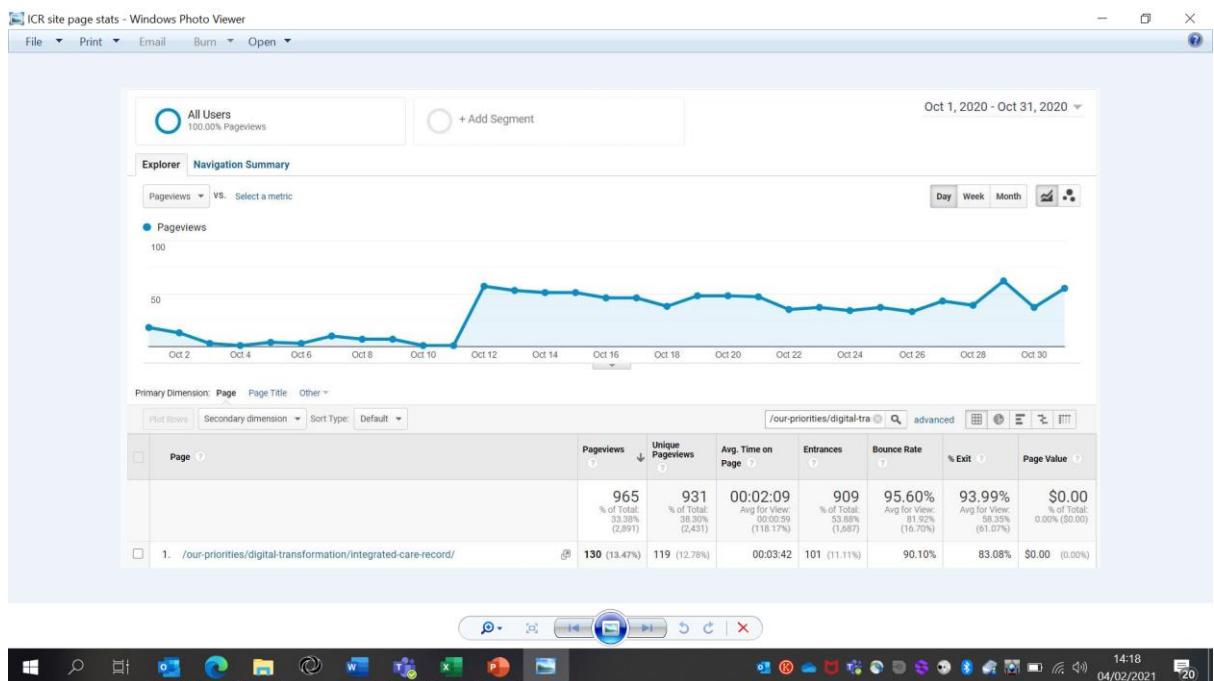
Appendix 1 – List of partner organisations within the Coventry and Warwickshire Integrated Care Record

- GP practices within Coventry and Warwickshire through their membership of the Clinical Commissioning Groups
- Coventry and Warwickshire Partnership NHS Trust
- University Hospitals Coventry and Warwickshire NHS Trust
- George Eliot Hospital NHS Trust
- South Warwickshire NHS Foundation Trust
- Coventry City Council
- Warwickshire County Council
- West Midlands Ambulance Service University NHS Foundation Trust

Appendix 2 – Evidence of support from partner organisations

Coventry and Warwickshire Health and Care Partnership activity report

Website



Twitter



9:40 AM · Oct 29, 2020 · Twitter Web App

View Tweet activity

4 Retweets 1 Like



4



Facebook

Coventry and Warwickshire Health and Care Partnership NHS

Published by Lucy Barratt · 4 September · 0

We are developing a powerful new tool to help improve the way we care for the communities we serve – and YOU can help. Find out more <https://bit.ly/2GoMkgN> #CWHCPNews #integratedcare #ICR



Get more likes, comments and shares
When you boost this post, you'll show it to more people.

2,494 People reached 28 Engagements Boost post

Sara Phelan 2 shares

Like Comment Share

CWICR – UHCW activity report

Social media activity

 UHCW University Hospitals Coventry and Warwickshire [...](#)
Published by Hootsuite  - 29 October at 16:00 · 

Sometimes we can be surprised when we visit our GP or hospital that they do not have all our health and care information immediately to hand.

The Coventry and Warwickshire Integrated Care Record (ICR) aims to address this by connecting IT systems so that health and care professionals involved with your care will have access to this kind of information.

The ICR is due to launch this Autumn and we're asking you to feedback on any questions or concerns you have. ... See more



SURVEYMONKEY.CO.UK

Coventry and Warwickshire Integrated Care Record (ICR)

 16

 Katie Owen
Justine Dharry!!!

Like · Reply · Message · 6 w

 Adele Bull
Brilliant idea and not before time!

Like · Reply · Message · 6 w

 Becky Vince
Get asked the same questions even when visiting the same place... at the same time 😊

Like · Reply · Message · 6 w

 Chrissie Lynch
Should have done from the start.

Like · Reply · Message · 6 w

 Hazel Bayliss
About time...great ideal!

Like · Reply · Message · 6 w

 Lisa Kent
Game changer 🙌

Like · Reply · Message · 6 w

 Charlotte McVicker
The amount of times im almost prescribed penicillin when i'm allergic! Hopefully will stop things like this

 12 ·  1 ·  0 ·  0

Performance for your post

4523 People reached

17 Likes, comments and shares

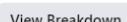
47 Post clicks

| | | |
|-------------|-------------|--------------|
| 0 | 30 | 17 |
| Photo views | Link clicks | Other Clicks |

NEGATIVE FEEDBACK

| | |
|------------------|---------------|
| 1 Hide all posts | 2 Hide post |
| 0 Report as spam | 0 Unlike Page |

17 Likes, comments and shares

BRANDED CONTENT DISTRIBUTION 

| | | |
|-------------|---------------|------------|
| 4523 | 4523 | 0 |
| Total reach | Organic reach | Paid reach |

| | | |
|-------------------|---------------------|------------------|
| 4635 | 4635 | 0 |
| Total impressions | Organic impressions | Paid impressions |

 UHCW University Hospitals Coventry and Warwickshire [...](#)
Published by Hootsuite  - 19 September · 

Do you feel that you are being asked the same questions over and over when you visit different places of care such as your GP or hospital?

This is because they use different IT systems to record information and they are not all connected.

To solve this issue the Coventry and Warwickshire Integrated Care Record (ICR) is being introduced to provide a consolidated electronic record of a person's care. ... See more



Performance for your post

7651 People reached

59 Likes, comments and shares

228 Post clicks

| | | |
|-------------|-------------|--------------|
| 77 | 19 | 132 |
| Photo views | Link clicks | Other Clicks |

NEGATIVE FEEDBACK

| | |
|------------------|---------------|
| 0 Hide all posts | 5 Hide post |
| 0 Report as spam | 0 Unlike Page |

59 Likes, comments and shares

BRANDED CONTENT DISTRIBUTION 

| | | |
|-------------|---------------|------------|
| 7651 | 7651 | 0 |
| Total reach | Organic reach | Paid reach |

| | | |
|-------------------|---------------------|------------------|
| 8443 | 8443 | 0 |
| Total impressions | Organic impressions | Paid impressions |

Website activity

<https://www.uhcw.nhs.uk/news/coventry-and-warwickshire-integrated-care-record-icr-due-to-go-live-autumn-2020-tell-us-what-you-think/>

COVENTRY AND WARWICKSHIRE INTEGRATED CARE RECORD (ICR) – DUE TO GO LIVE AUTUMN 2020. TELL US WHAT YOU THINK

4 September 2020

The health and social care organisations within Coventry and Warwickshire would really like to hear your thoughts on the new Coventry and Warwickshire Integrated Care Record (ICR) which is due to go live in Autumn 2020.

The Integrated Care Record (ICR) is a consolidated electronic record of a person's care. It takes information directly from existing systems used by health and social care organisations and presents it in a structured, easy to read format for health and care professionals.



The ICR will provide all health and care professionals directly involved in the care of a patient/service user with a more joined up view of a patient's care and treatment across all care settings.

The ICR has been developed in response to the feedback from many of you over a number of years, telling us that you only want to tell your story and share information once when receiving care from any health or social care organisation across Coventry and Warwickshire.

Please follow the link below to find out more about the Coventry and Warwickshire ICR and what this means for you.

<https://www.surveymonkey.co.uk/r/IntegratedCareRecord>

After you have read the background to the ICR there is a short survey for you to fill in. The purpose of the survey is to make you aware of the Coventry and Warwickshire Integrated Care Record (ICR) and give you the opportunity to feedback to us on any questions, concerns or expectations you have around the ICR.

There is also the opportunity to register your interest in being involved with the ICR as a critical friend – providing feedback and being involved in further surveys as the ICR develops. This will help us to ensure that the ICR delivers the best solution for patients/service users.

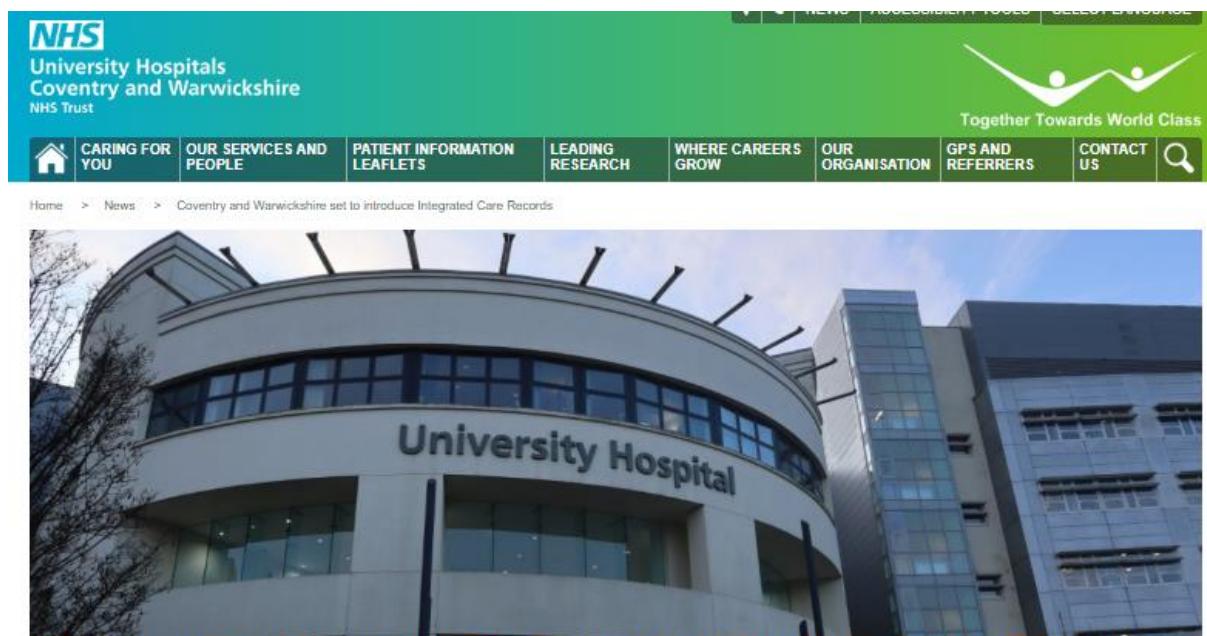
It should take you about 10 minutes to read the background about the ICR and then another 10 minutes to fill in the survey. Your feedback is really important to us.

Closing date for responses: Wednesday 30 September 2020

Results:

- 3 unique page views
- 42 second average time spent on page

<https://www.uhcw.nhs.uk/news/coventry-and-warwickshire-set-to-introduce-integrated-care-records/>



COVENTRY AND WARWICKSHIRE SET TO INTRODUCE INTEGRATED CARE RECORDS

25 September 2020

Patients' health and care records in Coventry and Warwickshire will soon be available electronically to authorised health and social care practitioners.

It will mean a doctor in a hospital, or a paramedic who attends a 999 call will be able to access the same crucial information as a GP, such as details of allergies and current medications, bringing potentially life-saving benefits.

"Our patients have consistently told us that they want their health and care records to be available to the professionals who care for them, wherever they are seen. This means they only need to share their story once, so that the right information is available to enable well informed care decisions to be made, based on their individual needs," said Dr Alec Price-Forbes, Chief Clinical Information Officer (CCIO) for Coventry and Warwickshire Health and Care Partnership.

"By connecting the information which is held by different providers of health and care services, we will be able to improve the quality, and outcomes for those being cared for across Coventry and Warwickshire. This is the first exciting step towards delivering the technology to enable more integrated care across our region, with the long-term aim of improving the health and well-being of our whole community."

Currently, local health and care services hold separate pieces of information about patients which isn't easily accessible between different organisations. With appropriate permissions and consent, this information will be available 24/7 to everyone who needs it to treat a patient.

Practitioners will have access to a comprehensive and up-to-date record for their patients' medical and care needs, making care safer and reducing duplication. It will prevent patients being asked for information repeatedly and ensure their care preferences are shared and understood by all those caring for them.

Dr Deepika Yadav, Clinical Director for Integrated Care at Coventry and Rugby Clinical Commissioning Group and University Hospital Coventry and Warwickshire, said: "This is about patient safety first-and-foremost. In an emergency it is important that the clinician knows as much about you as possible to make the right decisions about how to treat you."

"But we also hear many times of patients who are frustrated because they need to repeatedly give the same information to people from different parts of the NHS and social care, and delays caused by records not being easily accessible."

"We have worked hard to create care which is better co-ordinated across Coventry and Warwickshire. This shared care record will support new models of care which form part of the delivery of integrated health and social care services that are central to the NHS Long Term Plan."

To inform local people a public engagement campaign has been launched which will run throughout September and October 2020. The campaign is an opportunity for people to share their views on an Integrated Care Record and get involved in the onward development of the initiative.

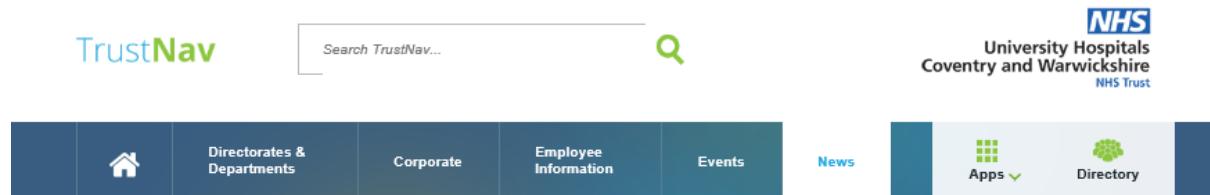
The Coventry and Warwickshire Integrated Care Record programme will be rolled out across the local health and care economy during Autumn 2020.

For more information, please visit the website: www.happyhealthylives.uk/our-priorities/digital-transformation/integrated-care-record/

Results:

- 17 page views
- 3 mins, 6 seconds average time spent on page

Intranet, TrustNav



[News](#) » Coventry and Warwickshire Integrated Care Record (ICR) – due to go live Autumn 2020

Coventry and Warwickshire Integrated Care Record (ICR) – due to go live Autumn 2020



Coventry and Warwickshire Integrated Care Record (ICR) is due to go live Autumn 2020. Please tell us what you think

The health and social care organisations within Coventry and Warwickshire would really like to hear your thoughts on the new Coventry and Warwickshire Integrated Care Record (ICR) which is due to go live in Autumn 2020. We would like to hear about how this will affect you as a staff member of a partner organisation, what effect it could have on your day to day working and also what affect it could have from a personal perspective if you live in Coventry or Warwickshire.

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The ICR will provide all health and care professionals directly involved in the care of a patient/service user with a more joined up view of a patient's care and treatment across all care settings.

Please follow the link to find out more about the Coventry and Warwickshire ICR <https://www.surveymonkey.co.uk/r/IntegratedCareRecord>

After you have read the background there is a short survey for you to fill in.

There is also the opportunity to register your interest in being involved with the ICR as a critical friend – providing feedback and being involved in further surveys as the ICR develops. This will help us to ensure that the ICR delivers the best solution for patients/service users.

It should take you about 10 minutes to read the background about the ICR and then another 10 minutes to fill in the survey. Your feedback is really important to us.

Closing date for responses: Wednesday 30 September 2020

This page was last edited on 04 September 2020

Appendix 3 – free text responses from question 2 on the survey: Is there any additional information you would like provided to describe the Coventry and Warwickshire Integrated Care Record?

Open text responses available upon request

Appendix 4 – free text responses from question 4 on the survey: Please could you explain why you do not think the Coventry and Warwickshire Integrated Care Record is a good idea?

Open text responses available upon request

Appendix 5 – free text responses from question 5 on the survey: What do you think are the good things about the Integrated Care Record? (Other)

Open text responses available upon request

Appendix 6 – free text responses from question 6 on the survey: What do you think are the possible negative impacts of the Integrated Care Record? (Other)

Open text responses available upon request

Appendix 7 - Do you have any further comments?

Open text responses available upon request