

Where's My Stuff?

A brief guide to finding your CMC care plans and their data in the new system

Version Control

Version Number	Amendments made	Changes made by	Date
1	Initial version	Mandy Shaw, Coordinate My Care IT Architect	24 th November 2015
2	ADRT/Advance Statement; 'comments'; DNACPR-specific surname, date of birth, and address; Renal Last Dialysis Date	Mandy Shaw, Coordinate My Care IT Architect	25 th November 2015
3	Enforced reviews re inconsistent adult/child consent; Patient List includes patients where user is listed as a Health & Social Care Contact	Mandy Shaw, Coordinate My Care IT Architect	29 th November 2015

This document has a 'question and answer' format. If anything is unclear or your question is not answered, please contact the CMC Helpdesk on coordinatemycare@nhs.net or 0207 811 8513. We will be updating this document regularly to reflect user feedback.

The questions are arranged into broad topic areas:

1. Worktrays
2. Draft and published care plans
3. What to do if you can't find a particular care plan, or if your latest edits are not showing up
4. Locations of specific care plan fields in the new system
5. CPR and DNACPR
6. Disease Specific information
7. Understanding the new Health and Social Care Contacts list
8. CMC Reports
9. Miscellaneous topics

Question 1: Where is my worktray?

Answer: the new system has a new and improved function to replace worktrays.

Two lists of patients are immediately available to you when you log in to CMC:

- 'Action Needed': those for which there are actions you or your organisation need to carry out (complete a draft, review a care plan, approve a care plan);
- 'View Patient List': those with whom you personally have claimed a legitimate relationship, or on whose Health and Social Care Contacts list you appear (see question 7 for what this means).

Question 1.1: We previously had a group worktray in use – is this still available?

Answer: the new system replaces this function with a more targeted 'Action Needed' list covering actions that can be taken by anyone within your organisation, in addition to those that can be taken only by you.

Question 1.2: Why are you making me review my care plan straight away? The review date I set is months away.

The Consent type shown on the care plan is relevant to a Child where the patient is 18 or over, or to an Adult where the patient is under 18. This needs to be corrected urgently for clinical governance reasons.

Question 2: Why is my care plan showing as 'draft'? You said you were only migrating finalised ones.

Answer: if there was no NHS number or no unique GP practice shown, it will not be possible to publish your care plan to make it available to the urgent care services. Please update the care plan urgently to include the missing information.

Question 3: Why can't I find the care plan for my patient on the new system? I have searched both by NHS number/date of birth and by surname/gender/date of birth.

Answer: only old system data meeting the following criteria has been migrated to the new system:

- 1) The patient must have a finalised urgent care plan that either
 - has been created on the old system, or
 - has been edited on it since migration from our previous Adastra system;
- 2) The patient's care plan must not have been either soft-deleted or marked as a duplicate;
- 3) The patient must have been shown as living on the NHS Personal Demographics Service (PDS) on Monday 23rd November;
- 4) Only a single urgent care plan 'episode' (the most recently created finalised one) will be migrated for each patient.

Care plan data not meeting these criteria is still available to CMC and can be supplied to you on request to the CMC Helpdesk.

Question 3.1: I added a care plan to CMC on Monday 23rd November or in the morning of Tuesday 24th November. Where is it?

Answer: this care plan will not have been migrated to the new system. The data you entered is still available to CMC, and we will be contacting you about this matter.

Question 3.2: I changed a care plan on CMC on Monday 23rd November or in the morning of Tuesday 24th November. Where are my changes?

Answer: your changes will not have been migrated to the new system. If you finalised the changes, we will be contacting you about them. Otherwise you will need to re-edit the care plan on the new system. Either way, the data you entered is still available to CMC and can be supplied to you as required.

Question 3.3: I was in the middle of editing a care plan in the old system, where have my draft (or awaiting approval) changes gone?

Answer: your changes will not have been migrated to the new system. You will need to re-edit the care plan on the new system. The data you entered is still available to CMC and can be supplied to you as required.

Question 4: Where can I find the CMC reference number that lets me mention this CMC patient in a non patient identifiable way?

Answer: this 'CMC ID' information is shown on the Patient Details screen, just above the GP details:

CMC ID	1791
GP Practice	
GP Practice	TEST DOCTORS GP

Question 4.1: Where is the 'phone number relating to my patient's primary address?

Answer: in the new system, all 'phone numbers and other contact information for the patient are combined into one list on the Patient Details screen.

Question 4.2: Where have my patient's Risks, Medical Risks, and Factors gone?

Answer: all current information in these categories is listed under Alerts at the bottom of the Patient Details screen.

Question 4.3: Where are the Notes that I entered just below the Diagnosis information on the old system?

Where is the Mental Health information that was shown on the old care plan?

Where has my ADRT/Advance Statement related information gone?

Answer: this information is all shown within 'Other Significant History' on the Significant Medical Background screen.

Question 4.4: My care plan used to show a 'Treatment Plan' or 'Escalation Plan'. Where will I find this information?

Answer: this information is shown against the 'Other' Anticipated Problem/Symptom on the Emergency Treatment Plan screen.

Question 4.5: Where are the 'comments' I'd placed against some fields on my care plan?

Answer: it has not been possible to migrate all of this information, but it is still available to CMC and can be supplied to you as required.

Question 5: What happened to the CPR Review Date/DNACPR Review Date?

Answer: the review date shown on the Cardiopulmonary Resuscitation screen is the earlier of these two dates.

Question 5.1: Where is my CPR Reviewer information?

Answer: it is shown within the Health and Social Care Contacts on the Contacts screen.

Question 5.2: I can't see the previous DNACPR-specific surname, date of birth, and address fields?

Answer: the new system will always use the relevant values from the Patient Details screen.

Question 6: Where is my Disease Specific (MND, Cardiac, Renal, Dementia) information?

Answer:

- Contact information is shown within the Health and Social Care Contacts on the Contacts screen.
- Patient Preferences/Wishes related information is shown within the Patient Wishes field on the Preferences screen.
- Cultural or Religious information is shown within the Cultural/Religious Needs field on the Preferences screen.
- MND ADRT/Advance Statement information is shown within the Other Significant History field on the Significant Medical Background screen.
- The Renal Last Dialysis Date is no longer shown on the CMC care plan, since it was not being updated regularly in practice.
- All other information will be found on the Emergency Treatment Plan screen.

Question 6.1: I created a stand-alone Disease Specific Care Plan within the old system. Where is it?

Answer: these care plans have not been migrated, but all the relevant data is still available to CMC and can be supplied to you as required.

Question 7: Please run me through the new Health and Social Care Contacts list.

Answer: this contains the following:

- Patient's registered GP
- Other 'added professionals' from the old system
- Hospice, Community Palliative, Hospital, Social Services (etc.) contacts from old system Contacts tab
- Owner of old system worktray that contained this care plan when migrated
- Clinicians who have edited/approved this care plan in the past
- Disease Specific contact information
- CPR Reviewer information
- Users to whom a restricted care plan is limited

The list is de-duplicated wherever possible and appropriate.

Question 8: Will the unmigrated CMC care plans still be reflected in the reports CMC sends me every month?

Answer: yes, our reports will still have access to all the previous data.

CMC Reports will be taking a break in December, to catch up with all the system changes, but will resume in January.

Question 9: I entered some data via the  icons at the top of the old system screens, and I can't see it in the new system.

Answer: only information visible within the old system's 'episode' and demographics screens at the end of Sunday 22nd November has been migrated. The extra data you entered is still available to CMC and details can be supplied to you on request to the CMC Helpdesk.