

## **Epic Electronic Patient Record coming to Frimley Health Update - June 2022**

On 11 June 2022 we will be going live with our new Epic Electronic Patient Record (EPR) system, an ambitious programme to transform patient care across all our hospital and community sites.

Having all the information about our patients in one place is an important part of our improvement strategy. Epic will replace over 200 digital and paper-based systems and will hold a complete record for every patient.

We are now close to go live and we would like to ensure that you are up to date with the key information on what Epic means for Primary Care, including what changes it will bring.

### **What does Epic mean for Primary Care?**

As a primary care clinician, referrals processes and requests to Frimley Health will remain largely unchanged. You will continue to receive clinical documentation through the same channels as described below. However, the clinical documentation you receive from us will change significantly, though it will continue to adhere to Professional Record Standards Body (PRSB) standards as appropriate.

This guide makes references to 'Frimley North' meaning Wexham Park-facing GP practices, and 'Frimley South' meaning Frimley Park-facing GP practices.

### **1. Changes to ICE**

Once Epic goes live, ICE will only be used as an ordercomms solution for Pathology and Radiology. It will no longer be used for referrals/information management (currently available for some services in Frimley North).

The table below provides an overview of the timeline of the upgrades for ICE:

Practice location	Access	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Q3	
Frimley South – FPH ICE facing practices	Radiology ICE access	Currently radiology orders are requested manually (except 3 practices)							Will use Wexham ICE from Epic go live of 11 June													Migration to Universal ICE (v8.3) TBC
	Pathology ICE access	Remain on Surrey ICE instance – currently on v6.3																				Migration to Universal ICE (v8.3) TBC
Frimley North – WPH ICE facing practices	Radiology ICE access	Will remain on Wexham ICE (currently v6.2.0) until 16 April					Will remain on Wexham ICE (upgraded to v6.2.3) on 16 April															Migration to Universal ICE (v8.3) TBC
	Pathology ICE access																					Migration to Universal ICE (v8.3) TBC
ICS system wide	Epic Care Link (GPs view of Epic)								Epic goes live on 11 June (including the Epic Radiant module) GPs will continue to use ICE (above), ICE will send radiology orders to Epic and then results back to ICE for GPs EpicCare Link (GP view of Epic system) will be available to practices that register.													Migration to Universal ICE (v8.3) TBC
	Rad-Alert	*Currently in business case development phase (interim process in place via generic email addresses – see drafted SOP)																				
	I-refer	*i-refer (radiology decision support tool) feasible with v7 or v8																				

## 1.1 Pathology and ICE

Pathology will continue to be ordered through ICE with results being returned via ICE into GP Practice systems.

## 1.2 Radiology and ICE

- Radiology requests will be via a single (upgraded) version of ICE in both Frimley North and South (as shown in the table above).
- For **Frimley South** - practices can make Radiology requests through ICE, you will no longer use paper requesting for Radiology. Your practice will receive new staff codes for Wexham Park ICE requesting. A user guide is available here: [www.fhft.nhs.uk/media/5665/ice-radiology-ordering-guide-fao-frimley-south-fph-facing-gp-practices-v21.pdf](http://www.fhft.nhs.uk/media/5665/ice-radiology-ordering-guide-fao-frimley-south-fph-facing-gp-practices-v21.pdf)
- **Frimley North** practices will continue to log in as usual for requesting Radiology.
- The upgraded version of ICE will have a more comprehensive catalogue (see example of the changes below).
- To allow ICE Radiology requests to be compatible with Epic, some rules / alerts have been simplified within ICE. It is therefore even more important that Primary care are familiar with referral criteria e.g., for U/S and X-ray, prior to requesting. These referral criteria can be found on DXS under the Radiology Frimley Health folder and on the relevant DXS speciality pages. There are also limited scenario's where MRI/CT would be approved (see Radiology DXS landing page).
- For appointed procedures (e.g., ultrasound) you will need to indicate which hospital site you/patient prefers the test to be done.
- Radiology results will continue to be reported via ICE into practice systems e.g., EMIS, therefore it is vital that all practices set up the new trading partner code **This needs to be completed in advance of the EPIC go-live on June 11, 2022.** The risk to this task not being carried out will prevent Radiology reports being returned to your practice system. Please follow the link for practice instructions on how to do this. To find instructions on how to do this please go to: <https://www.fhft.nhs.uk/media/5649/instructions-for-adding-the-new-radiology-trading-partner-to-emis.pdf>
- **Help and Support ICE/Radiology Ordercomms during Epic Go Live.** If GPs experience any ICE related issues for Radiology order comms during the Epic go live period, please e-mail [fhft.iceepicsupport@nhs.net](mailto:fhft.iceepicsupport@nhs.net), which will be monitored by BSPS / Frimley-Epic team from 9-5 Monday to Friday. If urgent, please call BSPS: on 0300 613 3600.

# Single new and more comprehensive ICE radiology procedure catalogue for Primary care



	Common Tests	Blood Sciences	Microbiology	Cellular Pathology	Virology	Blood Transfusion	Testing	Radiology Xray & US
X-Ray	<b>X-Ray</b>							
	XR Upper Limbs	<b>ULTRASOUND</b>						
	XR Lower Limbs	<input type="checkbox"/> US Abdomen	<input type="checkbox"/> US Neck					
	XR Special T&D	<input type="checkbox"/> US Liver	<input type="checkbox"/> US Thyroid					
	Dental	<input type="checkbox"/> US Urinary tract	<input type="checkbox"/> US Parathyroid					
	<b>Ultrasound</b>	<input type="checkbox"/> US Transplant kidney	<input type="checkbox"/> US Salivary glands parotid					
	US Obstetrics	<input type="checkbox"/> US Anterior Abdominal Wall	<input type="checkbox"/> US Salivary glands submandibular					
	US MSK	<input type="checkbox"/> US Groin LT	<input type="checkbox"/> US Eye Both					
	MSK Intervento	<input type="checkbox"/> US Groin RT	<b>PAEDIATRICS</b>					
	US Vascular	<input type="checkbox"/> US Testes	<input type="checkbox"/> US Spine					
Breast Imaging	<input type="checkbox"/> US Penis	<input type="checkbox"/> US Hip Both						
Search	<input type="checkbox"/> US Pelvis Male	<b>GYNAECOLOGY</b>						
	<input type="button" value="Set as Default Panel"/>	<input type="checkbox"/> US Pelvis Transabdominal						
		<input type="checkbox"/> US Pelvis transvaginal						
		<input type="checkbox"/> US Hysterosalpingogram (HyCoSy)						

### 1.3 ICE Referrals - Frimley North GPs only

**From 11 June the referrals functionality in ICE will no longer be available**

The table below shows the service route closing on ICE and the alternative route to access these services e.g., via a new email address or eRS service. For those services highlighted in green, we would encourage you to **start using these services with immediate effect (rather than ICE)**.

Speciality	Service route closed on ICE	Alternative route to contacting Service - to use from the 11th of June (or sooner if showing in green)	New Service Route Opening Date
ENT	Nasal Fracture & ENT SHO Emergency Clinic	<a href="mailto:fhft.entemergency@nhs.net">fhft.entemergency@nhs.net</a>	Live from 11th June
Gynaecology	EPU & Gynae Emergency Clinic	<a href="mailto:fhft.earlypregnancyandugccwph@nhs.net">fhft.earlypregnancyandugccwph@nhs.net</a>  GPs can also call 0300 615 4429. Please note, the phone line is managed by the clinical team so it may not be answered straight away. For further service details click on link: <a href="https://www.fhft.nhs.uk/gps/gp-centre/sdec-including-ambulatory-care/">https://www.fhft.nhs.uk/gps/gp-centre/sdec-including-ambulatory-care/</a>	Live from 11th June
Cardiology	GP Cardiology Diagnostic Request	To come in via the Cardiology RAS Triage service	Live Now
	Rapid Access Syncope	Service on eRS - Rapid Access Syncope Triage Service	Live from 11th June
Respiratory	AIRS (Adult Integrated Respiratory Service)	Service on eRS - Respiratory Medicine Adult Integrated Resp (AIR) Triage	Live Now
	Tuberculosis Clinic Referrals	Service on eRS - Tuberculosis Triage Service	Live Now
Occupational Therapy	OT Rheumatology/ Hands - OP	Service on eRS - Hand Therapy Triage Service	Live Now
Physiotherapy (Adult)	Physio- OP Amputee's	Service on eRS- Physiotherapy - Triage Service	Live Now
	Physio Walking Aid Referral	Service on eRS- Physiotherapy - Triage Service	Live Now
	Physio MSK (Adult)	Service on eRS- Physiotherapy - Triage Service	Live Now

Speciality	Service route closed on ICE	Alternative route to contacting Service - to use from the 11th of June (or sooner if showing in green)	New Service Route Opening Date
Physiotherapy (Adult)	Physio Neuro (Adult)	Service on eRS - Physiotherapy - Neurological Triage	Live Now
	Physio Obstetrics	Service on eRS - Pelvic Health (Obstetric/Urogynae/Colorectal) Triage service	Live Now
	Physio Uro-Gynae	Service on eRS - Pelvic Health (Obstetric/Urogynae/Colorectal) Triage service	Live Now
Physiotherapy (Paediatrics)	Physio MSK (Paediatric)	Service on eRS - Physiotherapy - Paediatric Triage	Live Now
<b>Other</b>			
Death Notifications*	All Departments	GP notification of death letter built within Epic. Once completed the letter will be sent via docman to the appropriate GP recipient. *	Live from 11th June
Acute Kidney Injury	Not a Referral only link to advice	This is not a referral; it was advice for GPs on how to support AKI's - A&G is available for Nephrology on eRS & guidance will be added to DXS / FHFT GP Centre.	New location of guidance to follow

\* Frimley South practices currently receive death notifications via email. In line with the new Frimley North process, they will also receive death notifications through this new form on Epic that will be sent to practices via Docman.

## 2. Referrals (and Advice and Guidance)

Please continue to refer via the usual routes which are predominately via eRS. If you are unsure, please see information on the FHFT GP Centre [Referrals & key contacts | NHS Frimley Health Foundation Trust \(fhft.nhs.uk\)](#) or email: [fhft.gpcommunications@nhs.net](mailto:fhft.gpcommunications@nhs.net).

### 2.1 Services on eRS

In preparation for Epic, the existing eRS CAS (**Clinical Assessment Services**) will be moving to eRS RAS (**Referral Assessment Services**). This means you will no longer need to book your patients into fictitious appointments, you will just need to select 'Send for Triage' on the selected triage service which we hope is positive news for everyone. We will communicate these changes via the usual channels: GP Bulletin/ICS Referral Management Teams Channel.

Further information on this change is available on the GP Centre here:


<https://www.fhft.nhs.uk/media/5664/cas-and-dbs-services-moving-to-ras-final-13062022.pdf>

### 2.3 Triage and the booking of patient's appointments


Currently when a GP refers via eRS the referral is triaged by clinicians in the service location i.e., Wexham or Frimley. When Epic goes live all referrals for a particular speciality will be grouped into one triage work queue. This means that patients will have access to appointments at all our Frimley Health sites for that service (providing appointments are available). Patients will be assigned predominantly by their location, but they may be offered (and can choose) to travel further e.g., for a shorter wait.

## 3. Discharge summaries and outpatient letters




Discharge summaries and outpatient letters will be generated in Epic and will be PRSB compliant. They will continue to be delivered to GPs via Docman.

Committed to excellence		Working together		Facing the future	
					
Re: <b>ORDERS, Thomas</b>		Address: 134 Elm Street			
DOB: <b>17/9/1954</b> , Gender: <b>male</b>		Madison			
NHS No: <b>446-45-7721</b>		United States of America			
MRN: <b>203028</b>		53706			
<b>Admission date:</b> 18/1/2022		<b>Reason for admission:</b>			
<b>Admission time:</b> 10:06		<b>Admission method:</b> Emergency - A&E, Casualty, or Dental Casualty Department			
<b>Length of stay:</b> 101 days		<b>Source of admission:</b> Usual Place of Residence			
<b>Date/time of discharge:</b>		<b>Discharging consultant:</b> STERN, JEREMY			
<b>Discharge method:</b> Discharged with Clinical Consent		<b>Discharging speciality:</b> Respiratory Medicine			
<b>Discharge type:</b>		<b>Discharge location:</b> FPH F14			
<b>Social context</b>					
Living Arrangements: Spouse/significant other					
Support Systems: Spouse/significant other, Friends/neighbors					
Assistance Needed: none					

Patients will also receive a patient-friendly after visit summary:







## AFTER VISIT SUMMARY

Thomas ORDERS MRN: 203028  Pneumonia  24/1/2022 - 2/3/2022  Frimley F14

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### Instructions


 Your medication has changed

-  **START taking:**  
levofloxacin  
xylometazoline
-  **CHANGE how you take:**  
atorvastatin  
cetirizine
-  **STOP taking:**  
salbutamol 100micrograms/actuation dry powder inhaler

Review your updated medication list below.

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### Your Next Steps

 Ask

Ask how to get this medication

## 4. FHFT EpicCare Link

FHFT EpicCare Link is a **real time, read only** secure web-based portal that grants our community members (including primary care clinicians and teams) real-time web access to view their patient's Frimley Health chart. GPs can use EpicCare Link to drill into clinical visits that occur at the Trust to view discharge summaries, medication changes, notes, results, and more.

In EpicCare Link, you will also be able to see notes, encounters, medications, allergies, and problems documented at other Epic NHS trusts:

- Currently live on Epic: Cambridge, Royal Devon & Exeter, University College London, Great Ormand Street Hospital.
- Future Epic sites: Manchester (Autumn '22), Guy's & St Thomas' (Spring '23), Northern Ireland (Spring '23), and the Royal Marsden (Spring '23).

Each FHFT EpicCare Link site will have at least one site administrator whose role will include requesting and monitoring user accounts for that site / practice.

**EpicCare link registration opened on 28 April - please follow the below link to register.**



<https://www.fhft.nhs.uk/gps/gp-centre/epic-epr-at-frimley-health/>: Click on the login button on the webpage to submit registration details.

The deadline for a log in in place for Go live was 20 May. Any requests after this date will receive access after go-live. Additional FAQ's and a Quick Start User Guide for GPs has been created for EpicCare Link and will be made available on the website:

<https://www.fhft.nhs.uk/gps/gp-centre/epic-epr-at-frimley-health.>

### **EpicCare Link Icon on Desktops in Primary Care**

We are working with the Frimley ICS Digital team to install the Icon for EpicCare Link. We will provide further updates when this has been actioned as we are aiming to have this in place for go live. Please note you will only be able to use this Icon and log in (from 13 June) providing you have registered your practice and received logins.

## **5. Further Support & Next Steps**

If you have any questions, please email the EPR team at [fhft.epr@nhs.net](mailto:fhft.epr@nhs.net). For further information on Epic please visit the FHFT website: <https://www.fhft.nhs.uk/gps/gp-centre/epic-epr-at-frimley-health/>

**Other Key contacts** (see Frimley Health Key Contacts on the concertina):

<https://www.fhft.nhs.uk/gps/gp-centre/referrals-key-contacts/>.

### **Help and Support ICE/Radiology Ordercomms during Epic Go Live.**

If GPs experience any ICE related issues for Radiology order comms during the Epic go live please e-mail [fhft.iceepicsupport@nhs.net](mailto:fhft.iceepicsupport@nhs.net), which will be monitored by BSPS / Frimley-Epic team from 9-5 Monday to Friday. If urgent please call BSPS on 0300 613 3600.