



# Urgent Care Plan Roadshow

14<sup>th</sup> and 16<sup>th</sup> June 2022

In partnership with OneLondon  
Hosted by NHS South West London CCG



# Agenda – 14<sup>th</sup> and 16<sup>th</sup> June



Item	Time	Lead
1. Welcome and Introduction to UCP Programme and team	10 mins	Murrae Tolson
2. System demo	10 mins	Nick Tigere
3. Training materials and timelines: System training and user access	5 mins	Corinne Campion
4. User access options	10 mins	Murrae Tolson
5. Governance (IG and Clinical)	5 mins	Nick Tigere
6. Q&A	15 mins	All
7. Next steps and Checklist/prepare for go-live	5 mins	Murrae Tolson



# Welcome and Introductions

# Introduction



- The care planning service previously provided by Coordinate My Care (CMC) transferred to SWL CCG on the 1<sup>st</sup> April 2022.
- A new digital provider, [Better](#), has been contracted to develop the Urgent Care Plan, migrate CMC plans to the new UCP, and conduct user testing prior to go-live.
- The digital implementation is being directed by Gary McAlister, Chief Technology Officer for London.
- Dr. Phil Koczan (GP, Clinical Safety Officer) and Dr. Katherine Buxton (Consultant in Palliative Medicine) have been appointed Clinical Leads for the Urgent Care Plan

# What are the improvements of the Urgent Care Plan?



- **Improved accessibility:** Users accessing the UCP via interoperable Electronic patient Records will not need separate log-in credentials.
- **Reduced duplication:** Care plans can be pre-populated with relevant information from the patient's GP record and specified SNOMED codes can be written back to GP records. This will reduce transcription.
- **Template development:** We will have the capability to create and edit care plan templates, making it possible to support a greater variety of clinical pathways, including, but not limited to End of Life.



# Where are we now?

- The technical design and build of the UCP is complete, including portal access.
- The clinical design and testing of the UCP care plan is complete.
- Integrations with patient record systems have been established and testing is in progress.
- Information Governance and Clinical Governance arrangements are in place and on track for approval prior to go-live.
- Training resources have been developed and are under final review before they are published.
- Communications will be cascaded regarding the UCP platform, key changes, access routes and training materials shortly



# Demo of the Urgent Care Plan

# Training Strategy Overview



The UCP team have Co-designed the training with UCP champions. Training will focus on:

- How to access the Urgent Care Plan
- How to view, create and update an Urgent Care Plan
- System functionalities

After go-live, the UCP team will work with Learning and Development Departments to embed clinical training into organisational training.





# Engagement

UCP Training Materials have been developed collaboratively with key stakeholders:

- LAS workshops to define the required materials and cascade methods.
- 38 UCP Champions from across care settings and professions attended a workshop.

Current UCP  
Champions: 70  
(and growing!)

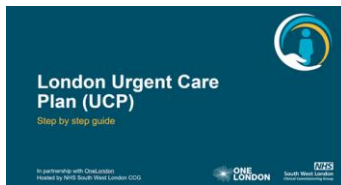
What training materials would you like to see?



How would you like to cascade training materials within your networks/organisation?

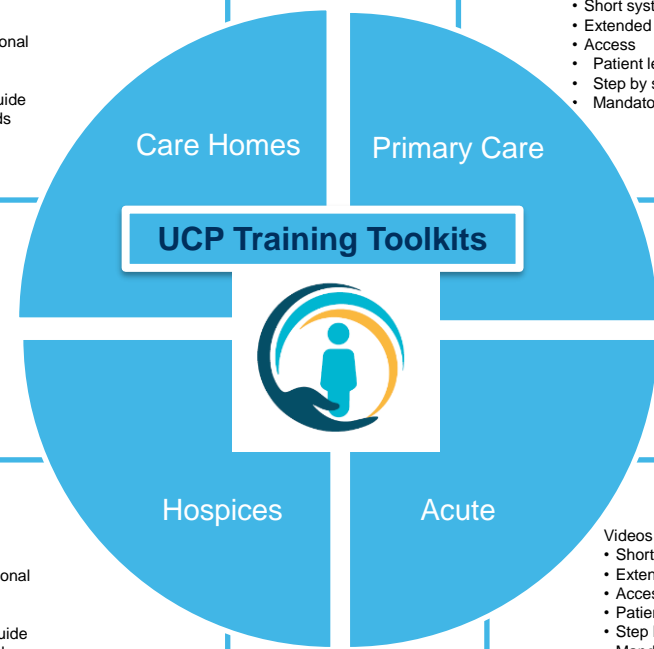


# UCP Training Materials



- Videos
- Short system
- Extended sectional
- Access
- Patient leaflets
- Step by step guide
- Mandatory fields

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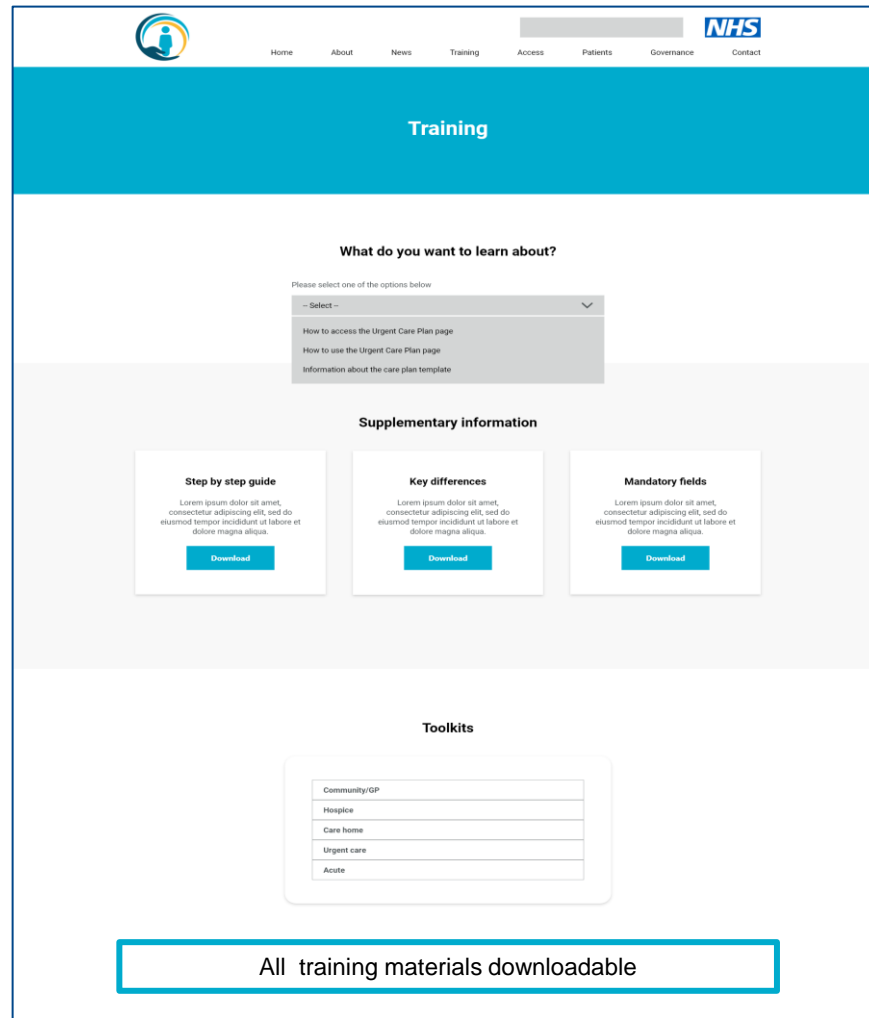


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# UCP Website Training Page



The screenshot shows the NHS UCP Training Page. At the top, there is a navigation bar with the NHS logo and links for Home, About, News, Training, Access, Patients, Governance, and Contact. Below this is a blue header with the word "Training". The main content area features a section titled "What do you want to learn about?" with a dropdown menu. The dropdown menu is open, showing three options: "How to access the Urgent Care Plan page", "How to use the Urgent Care Plan page", and "Information about the care plan template". Below this is a section titled "Supplementary information" with three cards: "Step by step guide", "Key differences", and "Mandatory fields". Each card contains placeholder text and a "Download" button. At the bottom, there is a "Toolkits" section with a list of categories: Community/GP, Hospice, Care home, Urgent care, and Acute. A blue box at the bottom of the page states "All training materials downloadable".

Home About News Training Access Patients Governance Contact

## Training

### What do you want to learn about?

Please select one of the options below

- Select -

- How to access the Urgent Care Plan page
- How to use the Urgent Care Plan page
- Information about the care plan template

### Supplementary information

#### Step by step guide

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Download

#### Key differences

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Download

#### Mandatory fields

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Download

### Toolkits

Community/GP
Hospice
Care home
Urgent care
Acute

All training materials downloadable

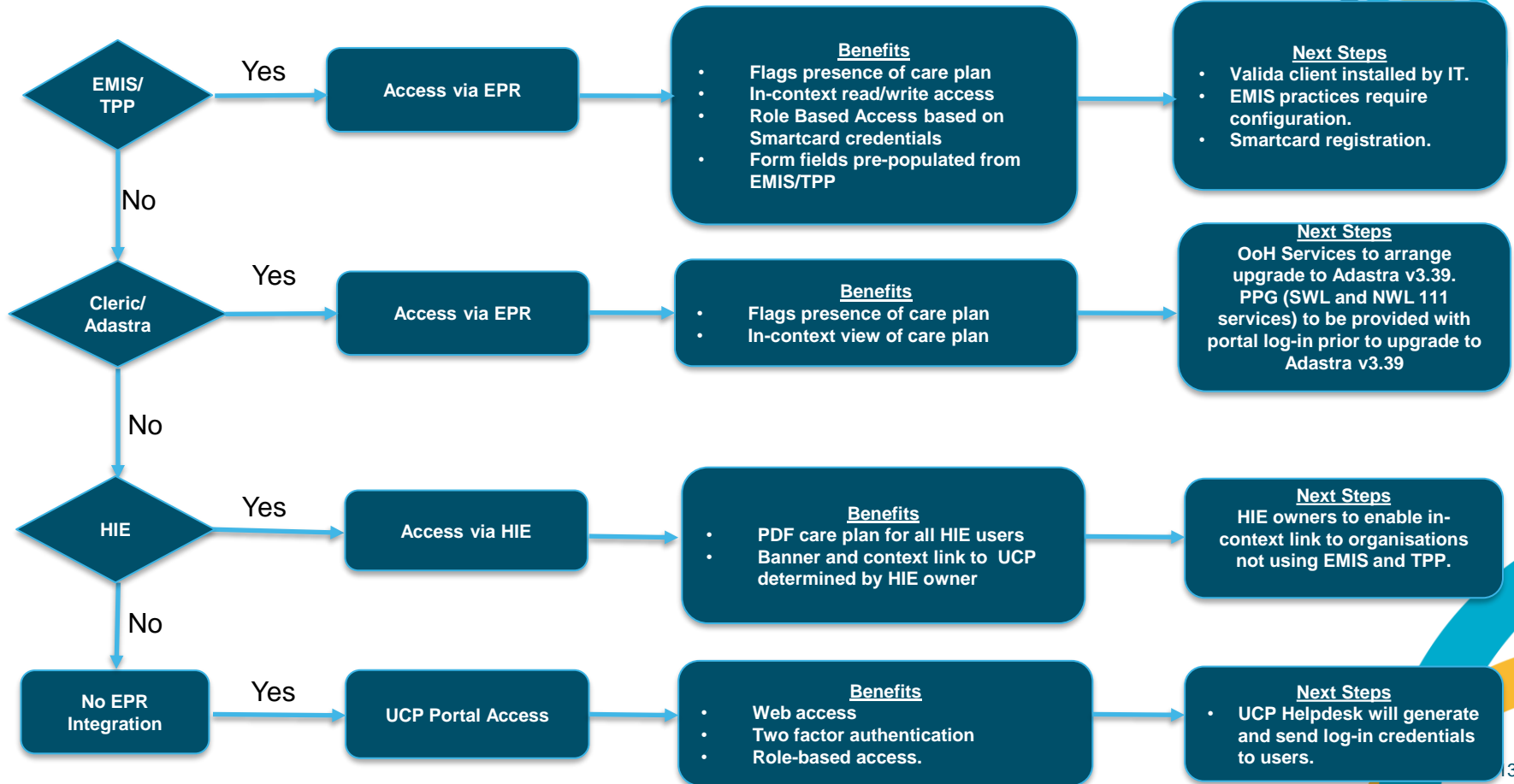


# Cascade Routes and Timelines



- **Email** to 40,000 existing platform users with a link to the training materials.
  - **UCP Website** Dedicated page for training materials.
  - UCP led **Roadshows** giving an overview of the platform and Training Materials, cascading links to Training materials to attendees.
  - **UCP Champions** to cascade materials within networks.
  - **UCP Newsletters** to include links to Training materials.
  - Follow us on **Twitter**: <https://twitter.com/UrgentCarePlan> - @urgentcareplan
- 
- **Readiness Assessment 17<sup>th</sup> June – Email and release of materials.**

# Access Methods





## Information Governance Overview and Progress

- A Data Protection Impact assessment is being completed for each ICS.
- The DPIA for each ICS lists every organisation that has a legal right to access the UCP.
- Each ICS is implementing the necessary steps to ensure data controllers have signed up to the DPIA.
- The data migration from the current application to the UCP will only begin once all 5 ICSs have confirmed that the necessary IG agreements/approvals are in place.
- The organisational lists included in the DPIAs have been checked by UCP ICS leads in partnership with ICS IG leads.
- Only organisations listed in the DPIAs will be provided with access to the UCP.

# Clinical Design and Governance Overview



## Background

- Clinical Governance is led at a London level; the Clinical Design Project Group is in place which oversees the development of the care plan template, completion of the clinical safety case (DCB160), risk and issues log and developing the clinical governance framework.
- Dr Phil Koczan, Clinical Safety Officer for London has accountability for the clinical safety of the UCP.

## Progress Updates

- The final version of the UCP template has been reviewed and agreed. This includes:
  - Agreement on the GP data that will be imported/exported from GP EPRs. London-wide LMC have been briefed and have accepted the proposed dataflows.
  - Agreement on logic/rules within the template and mandatory fields.
  - Alignment with national policies and standards.
  - Processes such as starting new care plans and withdrawing care plans.
- Template build is complete.
- Role Based Access has been defined to enable read/write access to care plan sections.
- Clinical Safety Case including clinical hazard log is being completed at a London level.
- There are no local actions relating to clinical design or governance.

# UCP Template and System Design Process



- Analysis of data in the existing solution (Dec 2021)
- Data models development (Dec 2021)
- Clinical review of data models & data migration logic (Dec 2021)
- Existing solution analysis (Jan 2022)
- Design recommendations forming (Jan & Feb 2022)
- Clinical review of recommendations & care plan new structure defined (Feb 2022)
- Design of user's interface: User's flow, navigation, functionalities
- Final clinical sign-off of new care plan template (Mar-April 2022)





# Q&A

Please use the chat function or raise your hand to ask questions.

# How should users prepare for go-live?



## 1. Identify the best way for you to access route the UCP, and watch the relevant access video.

Videos will be available on the UCP Website: <https://ucp.onelondon.online/access/>

You can access the UCP through EMIS, TPP SystemOne, London Care Record (provided by Cerner HIE) through your EPR, Adastral and Cleric without requiring log-in credentials. If your organisation does not use any of these systems, you can use the UCP Web Portal. If your organisation uses more than one of these systems, please speak to your IT lead to find out which system is the preferred route.

### 1.1 For UCP Web Portal users: ensure you have log-in credentials.

The UCP Helpdesk team will send UCP Web Portal users log-in credentials ahead of go-live. If you have not received your credentials ahead of go-live, please contact the UCP Helpdesk: <https://ucp.onelondon.online/contact/>

### 1.2 For EMIS and TPP SystemOne users, register your smartcard.

Smartcard registration is a one-off process and is coordinated by your local IT team who are installing a desktop client, called Valida. Your Smartcard will need to be registered before you log-in for the first time, however this can be completed after the UCP goes live.

## 2. Watch our short training videos to learn about the UCP system and key functionalities.

Short system training videos will be available on the UCP website: <https://ucp.onelondon.online/training/> These will be less than 10 minutes long. Extended section videos will also be available, if you want to learn about each section in more detail.

## 3. Familiarise yourself with where to access support.

Your point of contact for support will depend on your access route to the UCP. Further information will be shared ahead of go-live. Throughout the transition and go-live period of the UCP, the UCP Helpdesk will continue to provide support to users and teams to direct you to the right place for support. **Contact details for the [UCP Helpdesk](#) will remain as they are now.**



**Thank you for joining!**

**UCP Website:** [ucp.onelondon.online](http://ucp.onelondon.online)

**Follow us on Twitter:** @UrgentCarePlan