



Urgent Care Plan Roadshow for Web Portal users

12th July 2022

In partnership with OneLondon
Hosted by NHS South West London CCG



Agenda



Item	Time	Lead
1. Background to the Urgent Care Plan and Go-live Date	10 mins	Nick Tigere
2. Urgent Care Plan Web Portal access requirements	10 mins	Nick Tigere
3. Credentials and User Support Arrangements	10 mins	Sarah Fischer
4. Demo of the Urgent Care Plan	10 mins	Corinne Champion
5. Q&A	15 mins	All
6. Next steps and Checklist/prepare for go-live	5 mins	Lucy Colleer



Background and Go-live Date

Introduction



- The care planning service previously provided by Coordinate My Care (CMC) transferred to SWL CCG on the 1st 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 McAllister, 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 now complete.
- Information Governance and Clinical Governance arrangements are in place and have been approved.
- Training resources have been published on the UCP Website.
- Communications have been cascaded regarding the go-live date, UCP platform, key changes, access routes and training materials.
- **The Urgent Care Plan will go live on the 27th July 2022 and the CMC system will no longer be accessible.**



Web Portal Requirements

Who should use the UCP Web Portal?



The UCP Web Portal is the recommended access route in the following scenarios:

- If your organisation does not have an electronic patient record (EPR) system.
- If your organization does not have access to one of the following systems: EMIS, TPP SystmOne, AdastrA, Cleric or the London Care Record (HIE).
- If your organisation has decided that you should use the UCP Web Portal, such as if you have multiple EPR systems in use.

UCP Web Portal requirements



Information Governance and Digital Requirements

- All organisations that have a right to access the UCP have been listed in the ICS onboarding Data Protection Impact Assessment.
- All onboarding organisations must be DSPT Standards Met (2021/22 or later) to access the UCP.
- If an organisation is not already using CMC, and has not been listed in the ICS DPIA, onboarding confirmation by the ICS lead will be required. Please [contact](#) the UCP helpdesk if this is the case for your organisation.
- Access to web portal:
 - Access via HSCN/N3 network connection
 - Access via non-HSCN/N3 network connection; this will require an authentication step, meaning a code is sent to the users email address

Role-based Access

- Staff with clinical qualifications will be able to have Clinical role-based access, allowing them to edit and submit any part of the care plan.
- Non-clinical staff will have Clerical (non-clinical) access – can ‘save progress’ for clinical forms when creating a form, and can ‘submit’ non-clinical forms.

Training

Training videos and materials are available for users on the UCP website.

The Urgent Care Plan does not mandate completion of training, however users are accountable to their organisation, in regards to the use of the Urgent Care Plan. Users are accountable for the sharing of information in accordance with organisational policies and GDPR regulations, and for the accuracy of information recorded in the care plan.



UCP Accounts and User Support Arrangements

User Accounts



How will existing users receive their UCP Web Portal account details?

All active users of CMC who will be using the UCP Web Portal will receive an email from ucp.better@nhs.net from the 20th July onwards, containing a link for you to activate your UCP portal account. If you have used CMC in the past but have not logged in in the last year, please [contact](#) the UCP Helpdesk.

What should I do if I have not received an email to activate my account?

If you have not received an email by **25th July 2022**, please [contact](#) the UCP Helpdesk.

How do users register for an account if we have not used CMC before?

Your organisation will need to be onboarded to the UCP before portal access can be given to users. If you are unsure if your organisation is onboarded, please speak to your manager before applying. Information will also be available on the [Access](#) page. If you are still unsure, please [contact](#) the UCP Helpdesk.

New portal users can be registered by completing a request form on the [Access](#) page.

Support Arrangements



If you are having trouble accessing the Urgent Care Plan portal, please contact your IT team/lead in the first instance who will be able to establish if you are experiencing a local issue (e.g. connectivity). Your IT team will escalate your query to the UCP team if required.

If you do not have an IT team/lead in your organisation, or if you are having issues with the Urgent Care Plan once you have logged in, please use the relevant form on the UCP [Contact](#) page.



Demo of the Urgent Care Plan



Q&A

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



How should users prepare for go-live?

1. Watch the UCP Web Portal access video

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

Users of the following systems can access the UCP without needing to sign in separately: EMIS, TPP SystemOne, London Care Record (provided by Cerner HIE) through your EPR, Aadastra and Cleric without requiring log-in credentials. If your organisation does not use any of these systems, you can use the UCP Web Portal.

2. Ensure you have created a UCP Web Portal account.

The UCP Helpdesk team will send UCP Web Portal users a link to create an account on **20th July 2022**. If you have not received an email by **25th July 2022**, please contact the UCP Helpdesk: <https://ucp.onelondon.online/contact/>

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

Short system training videos are available on the UCP website: <https://ucp.onelondon.online/training/>

Extended section videos are also available, if you want to learn about each section in more detail.

4. Familiarise yourself with where to access support.

If you are having trouble accessing the Urgent Care Plan portal, please contact your IT team/lead in the first instance who will be able to establish if you are experiencing a local issue (e.g. connectivity). Your IT team will escalate your query to the UCP team if required. If you do not have an IT team/lead in your organisation, or if you are having issues with the Urgent Care Plan once you have logged in, please use the relevant form on the UCP [Contact](#) page.



Thank you for joining!

UCP Website: ucp.onelondon.online

Follow us on Twitter: @UrgentCarePlan