



UCP Business Intelligence Dashboard

Training & Guidance for use

In partnership with OneLondon
Hosted by NHS South West London



UCP Business Intelligence (BI) Dashboard



The Universal Care Plan (UCP) is an NHS Service that enables every Londoner to have their care and support wishes digitally shared with healthcare professionals across the capital. A care plan is created following a conversation between a healthcare professional (such as a doctor or nurse) and the person in their care.

This dashboard enables a London overview of UCP utilisation, to understand how the UCP is used and by whom.

The data feed is updated daily.

Who can access the BI Dashboard?



Access will be granted to requestees who:

1. Work for an organisation with a valid NHS [Organisation Data Service \(ODS\) code](#)
2. Is [Data Security and Protection Toolkit](#) compliant to a Standards Met level
3. Be providing a commissioned NHS service
4. Listed on the UCP on-boarding DPIA

Note: all current London organisations with access to the UCP system are approved for access to the UCP BI Dashboard.

For organisations that are not named in the UCP On-boarding DPIA but have users that wish to access the UCP BI dashboard, the user will be advised to liaise with their organisation's Governance lead to request access. If this applies to you, a separate form will be sent to your email address provided at the point of application of access.

Once access is granted, users will receive confirmation of access in a separate email. Users can now access the dashboard and no further action required. Please contact the helpdesk if you click on the dashboard link and have any issues accessing



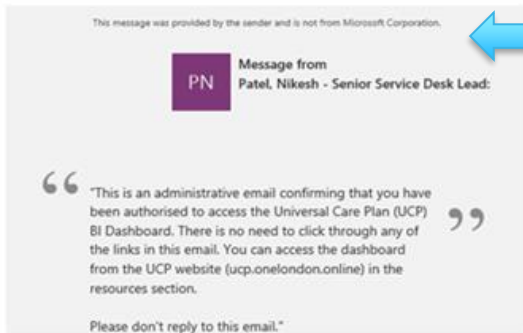
How to access the dashboard

1. Request access to the UCP BI Dashboard using this form:
[BI Dashboard Access Request Form](#)
 - You will receive a confirmation email from NHS NEL CSU when your access has been granted
 - This takes approximately 1 week
 - An example of the confirmation email is on the next slide
2. Review this training document
3. Access the BI Dashboard using the link available on the [UCP Website Resources page](#):
 - If you have not received your confirmation email after 1 week, please access the BI dashboard on the provided link above. If you are unable to access, [contact the UCP Helpdesk team](#).

Example Access Confirmation email



Sender:
Organization: NHS NEL CSU
Domain: susi.onmicrosoft.com



If you accept this invitation, you'll be sent to <https://account.activedirectory.windowsazure.com/?tenantid=2f7a9b80-2e65-4ed6-9851-2f727effb3a1&login>

[Accept invitation](#)

Look for an email that looks similar to the left image – this is your confirmation email for access to the BI Dashboard. It may fall in your Junk/Spam email folder.

You do not need to do anything. Once your access has been enabled (usually **1 week** from application) you can use the [link on the UCP website](#) to access the BI Dashboard (shown on the right). [Contact us](#) if you have any issues with your access.

Universal Care Plan Business Intelligence (BI) Dashboard

The UCP BI dashboard is now available. You can use the dashboard to access Universal Care Plan utilisation data. **To access the dashboard you must:**

1. Request access using this form [link](#)
2. Review the training guide [here](#)

Please note: Users will not be able to access the dashboard until the two steps above are complete.

Once you have submitted the access form using the link above, your request will be processed and you should receive a confirmation email within one working week. You can [view the Business Intelligence Dashboard here](#).

The Standard Operating Procedure for the UCP BI Dashboard can be found [here](#).

Entering the BI Report



Universal Care Plans - London

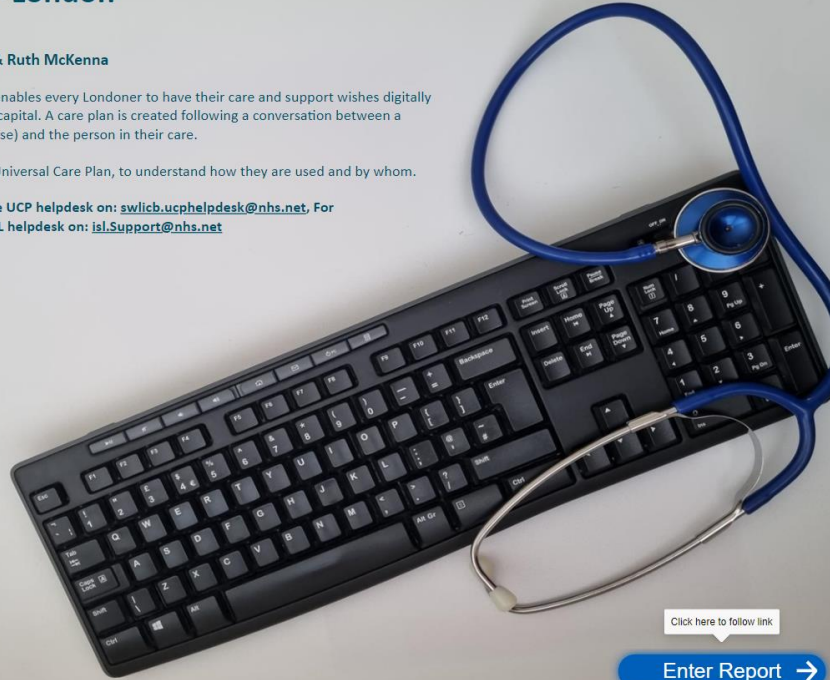
Report Sponsor - Tonia Michaelides

Lead Analysts - Claire Orpin, Joshua Pang & Ruth McKenna

The Universal Care Plan is an NHS Service that enables every Londoner to have their care and support wishes digitally shared with healthcare professional across the capital. A care plan is created following a conversation between a healthcare professional (such as a doctor or nurse) and the person in their care.

This dashboard enables a London overview of Universal Care Plan, to understand how they are used and by whom.

For data and access queries, please contact the UCP helpdesk on: swlucb.ucphelpdesk@nhs.net. For technical dashboard queries, please contact ISL helpdesk on: isl.Support@nhs.net



Filter:
Search
There aren't

Once your access has been enabled, you can access the UCP from the BI Dashboard link available on the [UCP Website](#), using your registered email address.

You will be directed to this landing page.

Accessing the data



Filters

Search

There aren't an

Navigate to the contents page tab – shown below.

You can also access the different areas of the report by clicking the tabs at the bottom of the screen.

1

Universal Care Plans →

This page provides a summary of the active Universal Care Plans.

2

Organisational use of UCP →

This page provides a summary of the organisational use of Universal Care Plans.

System use of UCP →

This page provides a summary of which systems are being used to access the Universal Care Plans.

Mortality →

This page provides information regarding deaths recorded in the Universal Care Plan.

Click here to follow link

5

Urgent Care Services →

This page provides information regarding Urgent Care utilisation of Universal Care Plans



Powered by:
Health Insights

Cover page

Contents Page

1. Universal Care Plans

2. Organisational use of UCP

3. System use of UCP

4. Mortality

5. Urgent Care services

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Report Notes 1

Report Notes 2

Report Notes 3

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Interpreting the data



Report Notes 1

Report Page 1 - Universal Care Plans

Metric	Brief Description
% with UCPS	The percentage of the registered population with an active Universal Care Plan by organisation.
Active UCPS by month end	The number of individuals who have an Universal Care Plan by month end. Organisational allocation is based upon reported under as at now - it does not take account of historical Practice move (this is the same for Figure 3 + 4).
Organisations without UCPS	GP Practices where no one in the registered population have a Universal Care Plan. Any GP Practice with a registered has been omitted from this metric.
UCPS closed each month	The number of Universal Care Plans closed each month using data from patient key table, and using last updated. due to patient dying or the care plan being removed, so using the last updated field for this metric allows both to
UCPS created by month	The number of Universal Care Plans created each month using data from patient key table, counting care plans cre commencement timestamp.

Report Page 2 - Organisation use of UCP

Metric	Brief Description
Care plans accessed	The number of unique Universal Care Plans accessed by organisation over time. If a care plan is accessed n only count one access.
Care plans created	The number of Universal Care Plans created by organisations over time.
Number of times care plans accessed	The total number of times each Universal Care Plan is accessed by organisation over time. Universal Care P times, and this metric takes this into account.
Organisations total logins by month	The total number of organisational logins that accessed the UCP per system.
Organisations unique logins by month	The number of unique organisational logins that accessed the UCP per system. Uniqueness will be based on the combination of user name and ODS code.
What type of organisations are creating care plans?	The number of Universal Care Plans created by organisation type, shown as a percentage of all care plans created.
What type of organisations are viewing care plans?	The number of times Universal Care Plans were opened by organisation type, shown as a percentage of all care plans opened.

It is important that the Report Notes information is used to interpret the data correctly.

The notes are available on the tabs below and refer to a specific data page as shown on the left hand side.



Applying Filters



1. Universal Care Plans

As at, **Tuesday, June 13, ...** **55,279** individuals have an active

Filter by Organisation (based on hierarchy of patient's GP recorded on ...)

- All
- Select all
- London Integrated Care Boards
 - NHS North Central London Integrated Care Board
 - NHS North East London Integrated Care Board
 - NHS North West London Integrated Care Board
 - NHS South East London Integrated Care Board
 - NHS South West London Integrated Care Board
- Crowdon



How to use Dashboard Filters



Filters

Search

Filters on this page

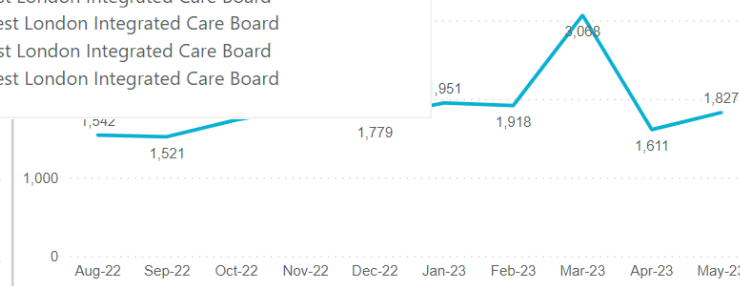
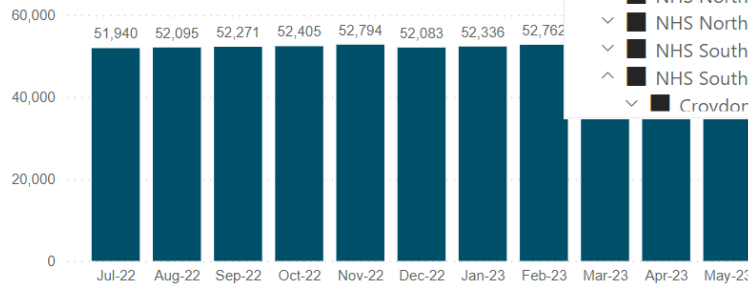
ICB Name is (All)

Borough is (All)

PCN is (All)

GP Practice Name is (All)

1. Active UCPs at Month End

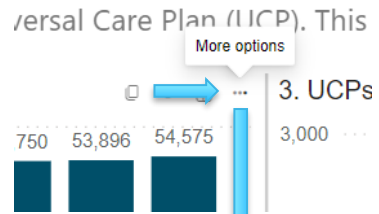


You can apply filters to certain areas of the report to an ICB and organisation level.

Exporting Data

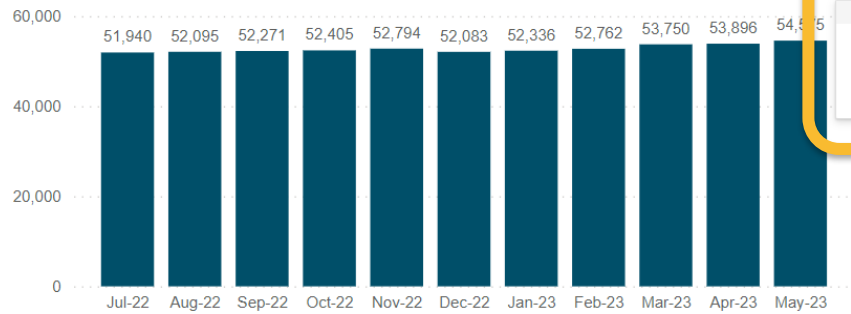


You can export parts of the data, as well as other views by clicking the three dots in the top right corner of a section

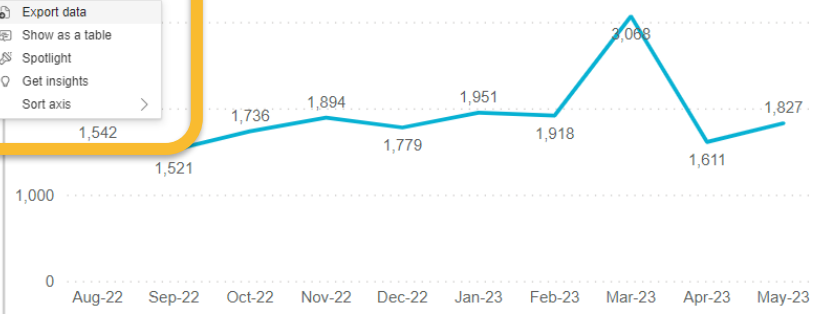


have an active Universal Care Plan (UCP). This represents **0.5%** of the GP registered population.

1. Active UCPs at Month End



3. UCPs Created by Month



Exporting Data



Exporting the data, will produce an Excel spreadsheet.

You will have the option to export the data with the current layout (if available) or as a summarised data table.



Which data do you want to export?

Export your data in the format that suits your needs. If you have a lot of data, the number of rows you export might be limited depending on the file type you select. [Learn more about exporting data](#)

Three export options are shown in a row:

- Data with current layout** (Selected): Export this data in the same layout you see now, but without any icons, colors, or other formatting you added.
- Summarized data**: Export the summarized data used to create your visual (for example, sums, averages, and medians).
- Underlying data**: The report author turned off this option.

File format:

.xlsx (Excel 150,000-row max) v

Export

Cancel

Questions?



Please contact the UCP Helpdesk team if you have any questions relating to the BI Dashboard:

[Contact – Universal Care Plan \(onelondon.online\)](https://onelondon.online)

Thank you for completing the UCP BI Dashboard Training!