

Person-Centred Records

Exploring the potential of in-patient electronic record keeping in NHS Grampian.

'Person-centred Records' was a collaboration between Scotland's Digital Health & Care Institute (DHI) and NHS Grampian (NHSG), running from April 2019 until April 2020. The focus of PCR was to work together with NHSG Allied Health, Nursing and Medical professionals to explore their aspirational way of working and co-design ideas for a future electronic record keeping system for person-centred in-patient care.

Through a series of interviews, focus groups, co-design workshops, prototyping and simulation we explored the preferable futures for multi-disciplinary record keeping practice and systems.

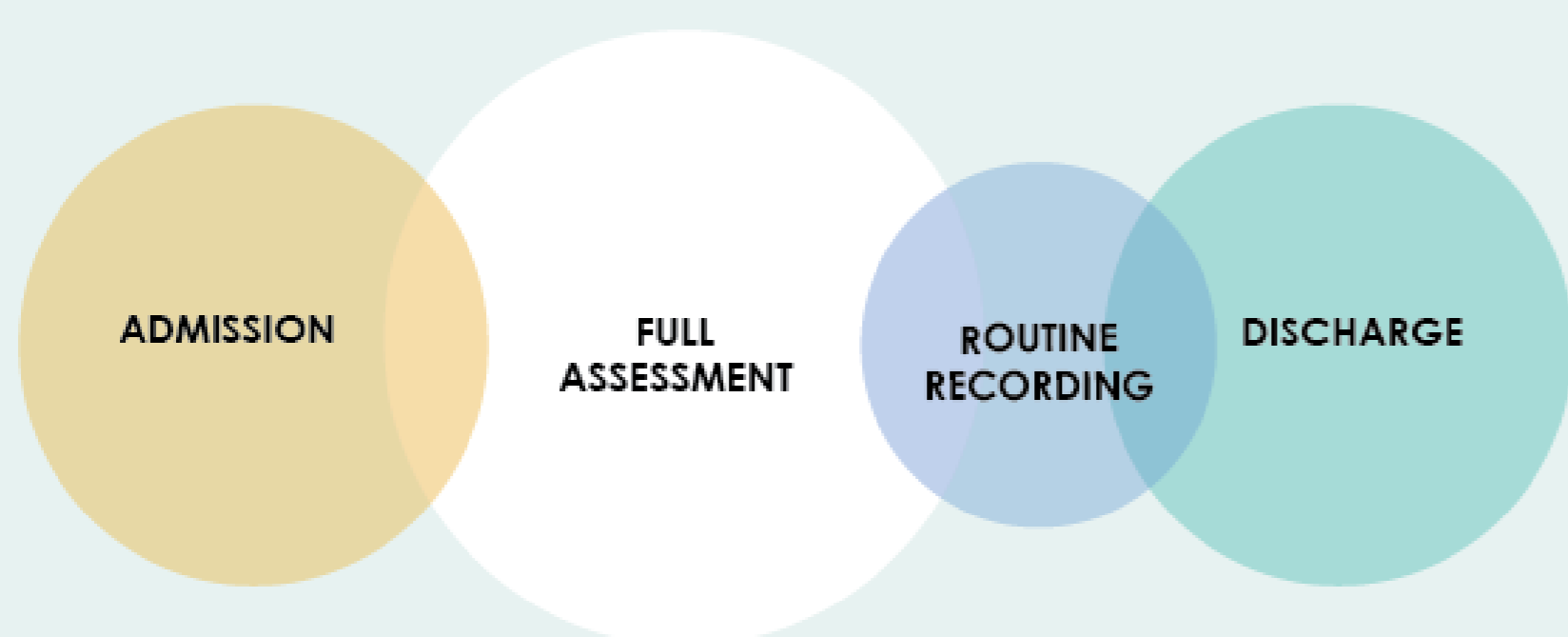
The project builds on the DHI's work with NHS Scotland and the Open Innovation Programme in 2017, which resulted in a streamlined one-page nursing record that has since been implemented in NHS Grampian and has been shown to save nurses time and support them in their focus on the patient.

“Is it a record of multiple disciplines or a multidisciplinary record?”



Governance Landscape

No single governing body is responsible for setting multi-disciplinary working standards and protocols. A cross-disciplinary body within NHS Grampian may need to take on the role of setting best practice for MDT record keeping.



Building on not duplicating effort

Reducing duplication means reducing variation in the forms staff use and recognising that much of the information captured may have been recorded elsewhere, possibly under a different title.

Translating Insights into Concepts

By working closely with NHSG staff we were able to gain in-depth understanding of their aspirations for collaborative working which were translated in to digital requirements. These requirements have helped inform a new digital record which is now being trialled on ward in NHS Grampian hospitals.

In order for a new system to be truly multi-disciplinary and reflect aspirations for more collaborative ways of working four recommendations were made to NHSG to develop:

- **Multi-disciplinary Governance and Best Practice** standards document for multi-disciplinary record keeping;
- **Leadership and Support** to obtain appropriate strategic backing, resources and support;
- **Common Language and Structure** of records as much as possible meaning it would be easier to share records and learning; and
- **Purposeful Recording** to assess what information is important to be added to the record from each profession.

“We’re re-designing our process to digitalise it. And that’s the innovation around what we’ve done.”

