

Special Patient Notes for NHS 111 and GP OOH

The new system for special patient notes is a web based system that requires the clinician to enter data straight onto the Aadastra system. This is the computer system used by both NHS 111 and GP OOHs in all three areas. To get started each practice will need permission for one or more login accounts to be set up. Each practice already has an account. These are available from YAS. Practices should e-mail answering@yas.nhs.uk or call 08451 220522 to log a job with their Service Desk.

Once you have some login details you can set up alerts for the NHS 111 call handlers and the duty GP through this website -

<https://nww.notes.nyed.nhs.uk/awa/login.aspx>

Updating SPNs will be extremely helpful for enabling these services to support patients appropriately. You should be aware that NHS 111 call handlers require simple instructions that are clear and actionable as they need to follow the Directory of Service algorithm instructions. Broader background information will be more helpful to the OOH GP.

We would like practices to check that their existing notes are accurate and relevant, then to start to add new records electronically for vulnerable and complex patients as they are identified. The following steps are intended as a simple guide to getting started.

1. You can search for patients who may already have a note set up through the old system, or you can scan through the list of patients to ensure you do not create duplicate notes for a patient.
2. Entering details is straight forward if a bit slow for the most part. It is possible to choose different templates to record the data in, but each patient can only have one template. For the purposes of the A+E QOF program I would recommend the GP “*OOH Palliative Form*”. It allows for recording of preferred place of care, the contact details of those involved and the DNACPR status. It is also possible to record more information as appropriate.
3. It is important to add an appropriate review date. Once a record is due for review it shows up in red on the list of notes recorded on the system.
4. To delete or inactivate a record is not obvious. One has to “access” the record and in the “Note Settings” section mark either the patient or the record as “hidden”. Then scroll to the page bottom and select “update”.

This is clearly a very short guide, but the system is not difficult to use, just remember to click the “update” record at the bottom of the page to ensure you do not lose your work. If you wish for more detailed instructions YAS NHS 111 have produced a set that can be forwarded to practices on request.