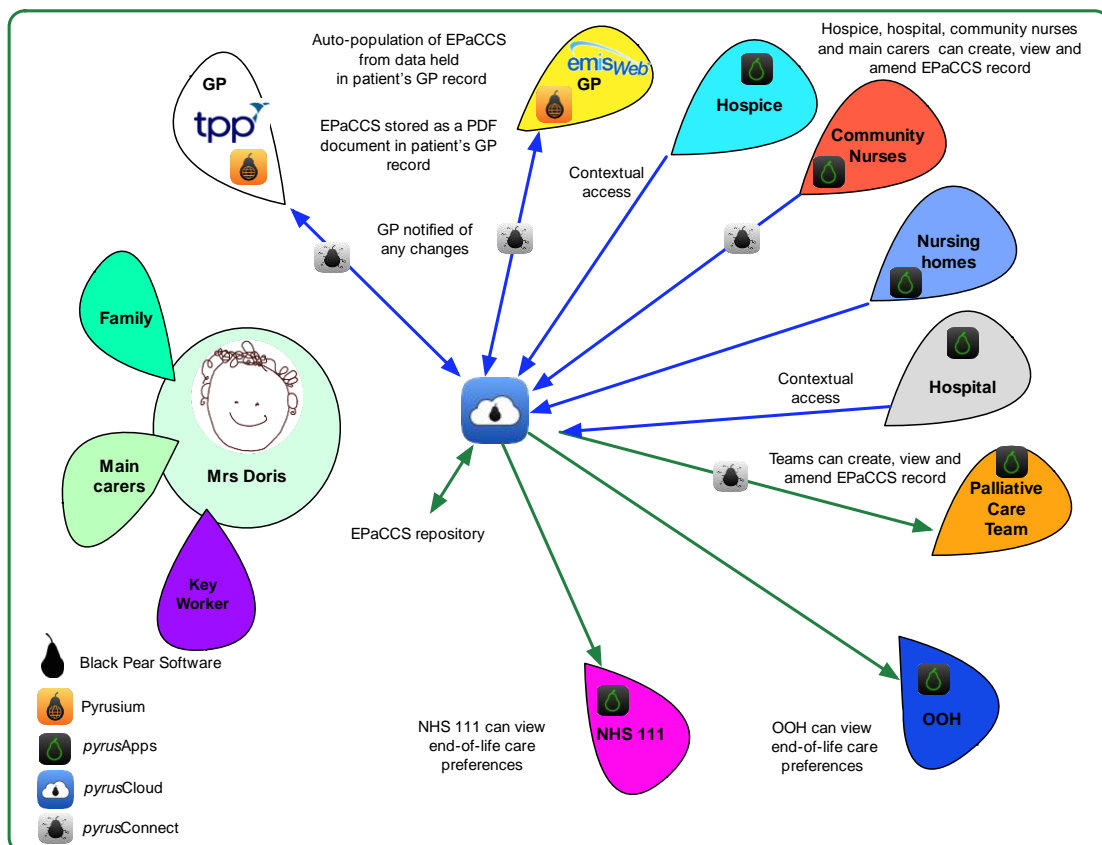# Rolling out EPaCCS in Humber, Coast and Vale
Acute and Community Clinician Implementation Guide

This bulletin is a step-by-step guide to the implementation of EPaCCS, an Electronic Palliative Care Co-ordination System that enables the recording and sharing of patients' care preferences and key details about their care at the end of life.

This bulletin is aimed at clinicians in the community, including Hospices, Palliative Care Coordination teams, District Nurses, NHS 111/OOH and Hospital Palliative Care Leads (i.e. all those colleagues concerned with supporting patients in the community and who may need to view, update or create the patient's EPaCCS record).

HCV EPaCCS: Working together to share patient wishes

EPaCCS Purpose

EPaCCS, underpinned by an information set, is intended to improve the service provided to people approaching the end of life, their families, carers and the clinicians that look after them.

EPaCCS information, available 24 hours a day, facilitates co-ordination of care between all members of the team. It supports appropriate treatment decisions to allow more people to experience a "good death", in the place that they wish and with the appropriate level of intervention.

How will EPaCCS be rolled out across HCV?

The system will be rolled out from August 2019 across health and care providers in HCV. An initial three-month pilot will take place in Vale of York and Scarborough and Ryedale CCGs, with the following organisations:

- York Acute Hospital
- York Community Services (community nursing for Vale of York)
- Humber Community Services (community nursing for Scarborough and Ryedale)
- Saint Catherine's Hospice
- St Leonard's Hospice
- YAS
- Vocare
- GP Practices:
  - Haxby Group Practice
  - Filey Practice
  - Priory Medical Group
  - Sherburn Group Practice
  - Pickering Practice
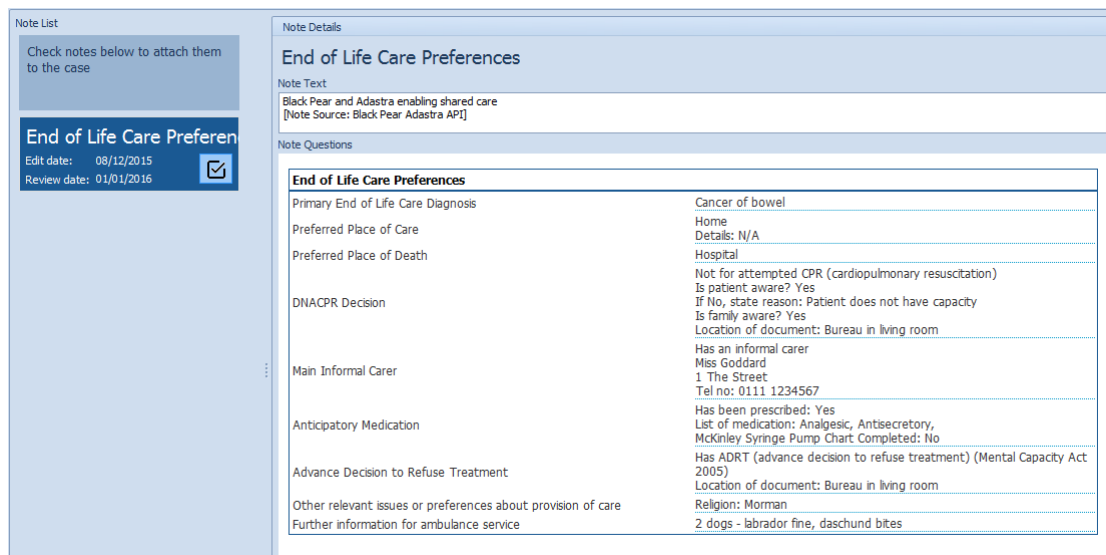 - Millfield Surgery
  - Derwent Surgery
  - Ampleforth Surgery

During the three-month pilot, we will work with participating organisations to understand the patient, clinical and efficiency benefits and to ascertain if any changes are needed to the EPaCCS record to meet local needs. The pilot will be followed by a full roll-out of the EPaCCS solution across Humber, Coast and Vale from November 2019.

GP Practices – Initiate the majority of EPaCCS records for patients. Key information recorded in the EPaCCS record is automatically coded back into the patient's GP record along with a PDF copy of the EPaCCS record.

Community and Acute – Community and Acute (York Teaching Hospitals) clinicians will also have access to EPaCCS. Depending on clinical need and service function, users can be granted create, read/update or read-only rights to EPaCCS. This will enable much more efficient joined-up care for patients, plus patients' wishes being more effectively shared, communicated and validated in real time.

NHS111 and GP Out Of Hours Services - will have access to a summary of the patient's EPaCCS record via their clinical system, Adastra, i.e. a palliative care Special Patient Note (SPN). This will ensure they can assist in line with the patient's wishes and deliver effective care. The EPaCCS summary in Adastra is automatically populated when the patient calls NHS111/OOH from the EPaCCS record created by the GP/Community.

Example EPaCCS Summary in Adastra

Guide to the Implementation of EPaCCS

There are three steps to take in getting ready to use EPaCCS.

1. Getting Ready

1. Get prepared by undertaking EPaCCS IT Training (Section 2 below).

2. Set up each clinician and members of the administration team you want to use EPaCCS. (Section 3 below)

3. Check that your computer browser has either Internet Explorer (IE) 11 or above or Google Chrome. If not contact your organisation's IT support desk and ask for it to be installed.

If you follow these steps in order, you will be ready to start.

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2. EPaCCS IT Training

EPaCCS is user friendly and intuitive to use but before you start we advise that you first watch a short video clip of EPaCCS integrated with Adastra:
https://www.youtube.com/watch?v=vhsVQ56ofzI&feature=em-subs_digest

For a paper version of the Black Pear training documentation click here:
(To be added shortly)

All on-boarding and training materials, including 'Quick Start' video guides for different care settings, will be available at:
https://humbercoastandvale.org.uk/how/digital-futures/

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3. Black Pear Licensing Tool

Black Pear licensing tool enables secure access to the apps. Only authorised users are able to gain access and use EPaCCS. All users must have an individual valid username and password before they can use the system. Your organisation's EPaCCS Administrator/Deputy should email:
support@blackpear.com with the following information: -

SUBJECT: HCV EPaCCS - <ODS Organisation Code> and <Organisation Name> e.g. HCV EPaCCS – YAW Holby City Hospital
List each EPaCCS user including the following details:
1) name (title, forenames, surname)
2) email address
3) level of permission (create, read/update, read-only)
e.g. Dr Fred Bloggs, f.bloggs@nhs.net, full

Users will be sent an email to set a password. If the initial email expires or a user has forgotten their password, then click on the following link for instructions on changing passwords.
https://support.blackpear.com/hc/en-us/articles/360035908112-Setting-a-New-Password

4. Accessing EPaCCS

To access EPaCCS click on your browser (IE11 or above or Google Chrome) and enter the following URL: https://pyrusapps.blackpear.com
Save the URL in your 'favourites' to make future access easy. Enter your user name and password and choose 'EPaCCS'.

5. EPaCCS Helpdesk

In the first instance, users should email or call the Yorkshire & Humber Care Record Training and Support Lead, Eula Sewell: eula.sewell@nhs.net / 07717 215639.

For second line support, the Black Pear team can be contacted by email: support@blackpear.com or by phone: 0845 4506271

Please provide your organisation details (name, contact and telephone no / email address) and describe the problem as fully as possible adding a screenshot if appropriate. You will be contacted as part of the support process by email or telephone to deliver the resolution.

6. Clinical Safety Related Incidents

If a user experiences a clinical safety incident as a result of using EPaCCS please email: clinical.safety@blackpear.com

In your email outline a detailed description of the incident and the clinical impact.

Frequently Asked Questions

This section outlines the most common questions asked of EPaCCS.

What is EPaCCS?

EPaCCS is an Electronic Palliative Care Co-ordination System that enables the recording and sharing of patient's care preferences and key details about their care at the end of life. As it is electronic it can easily be shared between clinicians involved in the patient's care across organisational and geographical boundaries.

Why is a digital (IT) system needed?

The EPaCCS digital system supports effective end of life care planning as it enables real time sharing of patient's wishes and preferences to with all clinicians who come into contact with the patient. It aids assessment, pro-active identification of patients and supports clinical decision-making. Information is shared across health care boundaries and is available 24hrs a day.

How does this fit into the Yorkshire & Humber Care Record?

The roll-out of EPaCCS is part of our vision for the Yorkshire & Humber Care Record to provide a joined-up electronic record for our patients, that is accessible by and can be inputted into by all of the services involved in their care.

As with the Yorkshire & Humber Care Record, the EPaCCS solution will not replace the existing clinical and administrative systems you already have. Instead, it will enable you to access a joined-up view from your current IT systems. The EPaCCS solution is funded through GPSoC, which means there are no financial implications for health and care providers to benefit from the solution.

How does the information get into EPaCCS?

Some of the data is automatically populated from that already stored in the patient's GP record. Examples include patient demographics, GP Practice details, current repeat medications and diagnoses / problems. This saves time and improves the accuracy of health information.

More data can be added when appropriate (e.g. focus of care, prognosis, advance care planning information, anticipatory medication details, main carer / care worker details). Data entry is easy and straightforward, the rationale being that the full record of information is built up over time.

What about patient confidentiality?

The legal basis for sharing end-of-life information between the carers and clinicians involved in a patient's care is 'direct care' and NOT consent. The EPaCCS form begins with a mandatory section, the completion of which indicates that the carer or clinician has informed the patient that they are creating and EPaCCS form that will be shared, viewed and amended with other individual's involved in their direct care.

Who will access EPaCCS?

An EPaCCS administrator in each organisation is responsible for giving their clinical colleagues access to EPaCCS. Access may allow the creation / editing of a record, or read-only, as appropriate. They will use the Black Pear Licensing tool, which controls access.

The following clinicians will have access to EPaCCS:
- GPs, Nurse Practitioners and members of the administrative team
- Practice Nurses
- Community Nurses
- Community Palliative Care teams
- Hospice clinicians and End of Life administrators
- Hospital End of Life leads
- NHS111/OOH

How will I access EPaCCS?

As soon as you:

- Are licensed to use electric Shared Plan (eSP) containing EPaCCS
- Have a modern browser (i.e. IE 11 or above or Google Chrome installed on your workstation)
- Understand how to use EPaCCS (using the training guide and video)

You will be ready to use EPaCCS.
Use the URL: https://pyrusapps.blackpear.com