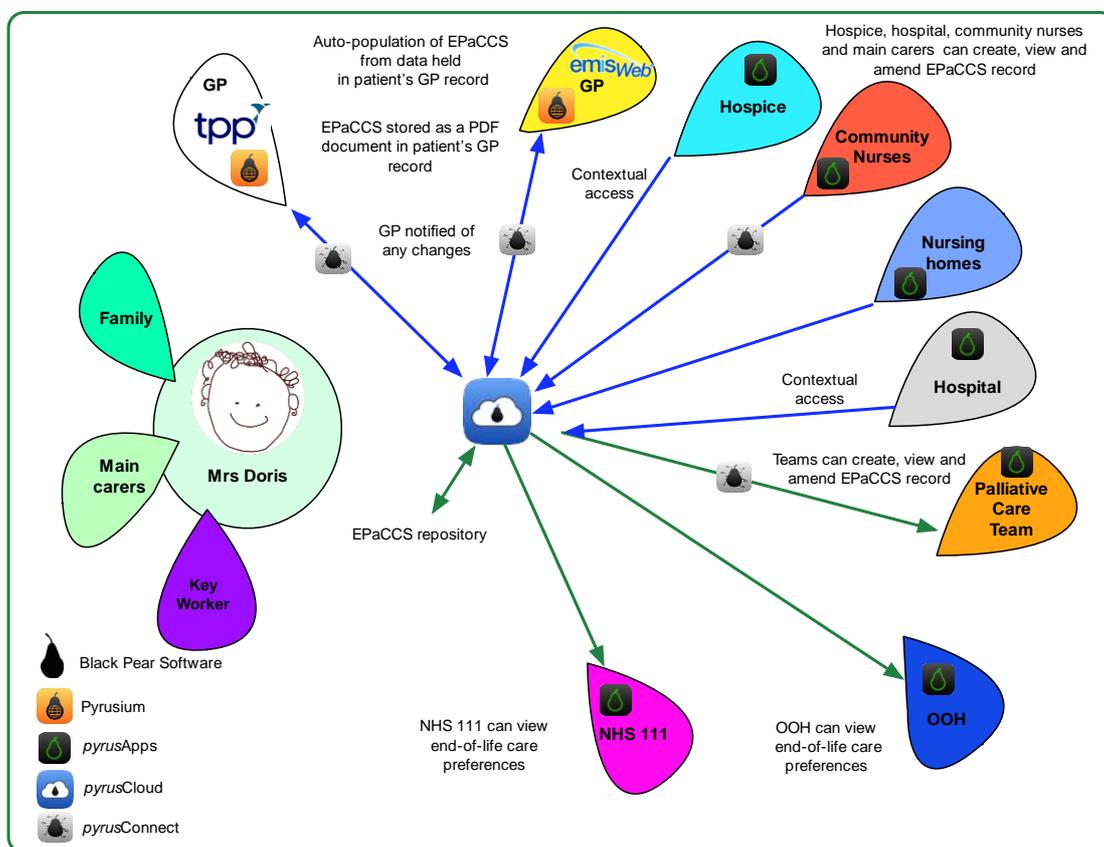


## Rolling out EPaCCS in Humber Coast and Vale - GP Practice Implementation Guide (UAT GP Practices)

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

This bulletin is aimed at GPs, Nurse Practitioners, Practice Nurses, Practice Managers and all those concerned with supporting the collection of key palliative care information. Please ensure it is circulated throughout the practice.

### 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 health and care providers in involved in caring for a patient at the end-of-life. 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 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 Ryedale)
- Saint Catherine's Hospice
- St Leonard's Hospice
- YAS
- Vocare
- GP Practices:
  - Haxby Group Practice
  - Filey Practice
  - Priory Medical Group – User Acceptance Testing
  - Sherburn Group Practice
  - Pickering Practice
  - Millfield Surgery
  - Derwent Surgery – User Acceptance Testing
  - Ampleforth Surgery

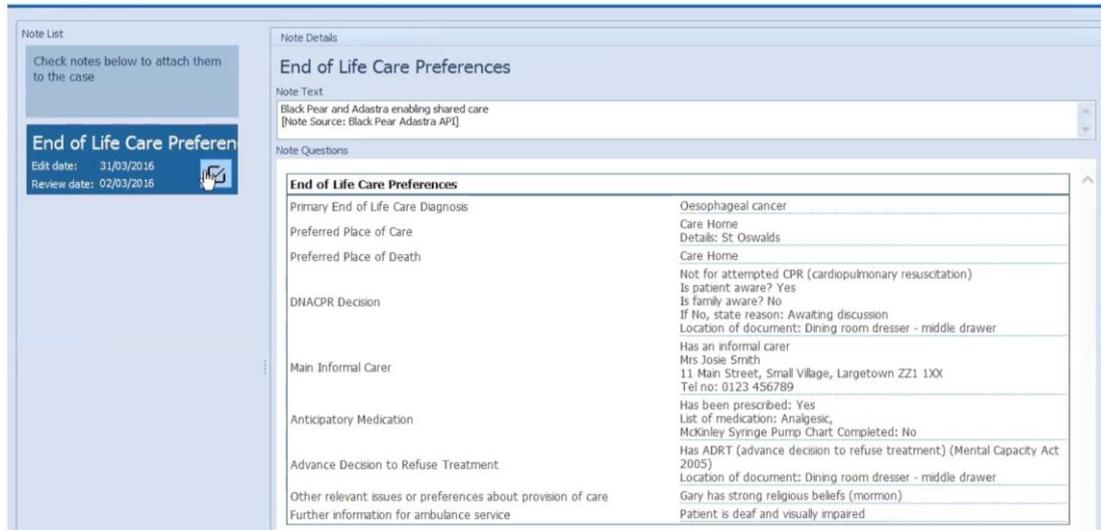
GPs and most of the Community (excluding Acute and Community Hospital clinicians who will be granted access later in 2019, as part of go live with context link capability from their clinical system of choice to the EPaCCS software. During the three-month pilot, we will work with participating organisations 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 patient wishes being more effectively shared, communicated and validated.

**NHS111 and GP Out Of Hours** services and will continue to have access to a summary of the patient's EPaCCS record via their clinical system, Adastra. 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



The screenshot shows the Adastra interface for 'End of Life Care Preferences'. On the left, a 'Note List' sidebar contains a note titled 'End of Life Care Preferences' with edit and review dates. The main 'Note Details' pane shows the title and a text box with the note source. Below this is a 'Note Questions' section containing a table of preferences.

| End of Life Care Preferences                                 |  |
|--|--|
| Primary End of Life Care Diagnosis                           | Oesophageal cancer   |
| Preferred Place of Care                                      | Care Home<br>Details: St Oswalds   |
| Preferred Place of Death                                     | Care Home  |
| DNACPR Decision  | Not for attempted CPR (cardiopulmonary resuscitation)<br>Is patient aware? Yes<br>Is family aware? No<br>If No, state reason: Awaiting discussion<br>Location of document: Dining room dresser - middle drawer |
| Main Informal Carer  | Has an informal carer<br>Mrs Josie Smith<br>11 Main Street, Small Village, Largetown ZZ1 1XX<br>Tel no: 0123 456789  |
| Anticipatory Medication                                      | Has been prescribed: Yes<br>List of medication: Analgesic<br>McKinley Syringe Pump Chart Completed: No   |
| Advance Decision to Refuse Treatment                         | Has ADRT (advance decision to refuse treatment) (Mental Capacity Act 2005)<br>Location of document: Dining room dresser - middle drawer  |
| Other relevant issues or preferences about provision of care | Gary has strong religious beliefs (mormon)   |
| Further information for ambulance service                    | Patient is deaf and visually impaired  |

## 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.
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-subts\\_digest](https://www.youtube.com/watch?v=vhsVQ56ofzI&feature=em-subts_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](mailto: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](mailto: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. Pyrusium

Pyrusium is a browser that displays the Black Pear EPaCCS form. **Pyrusium must be installed on each clinician's workstation and those members of the admin team who will use EPaCCS.** Its role is to present the shared care plans available for use and integrate with the GP clinical system enabling real time read and write access to patient records.

Pyrusium is easy to install just like an app that you download on your smartphone. It will be used for the installation of the EPaCCS software, Pyrusium manages the additions and deletions of software components and has an auto-update facility built in for future releases. The functionality is similar to that used by Google Chrome and Apps in that it notifies the user when a new update release is available for download.

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#### Pyrusium installation instructions for GP practices

The user needs to have admin rights for the workstation(s) in question:

A short video clip of how to install Pyrusium is available:

<https://www.youtube.com/watch?v=84h8KFARo0I&t=56s>

Pyrusium can be downloaded from here:

<http://www.pyrusium.com/downloads/PyrusiumBundle.exe>

You will be prompted for:

- ODS code (this is the NACS code)
- GP clinical system: EMIS Web or TPP SystemOne
- CDB number is the EMIS org number

In terms of the API configuration for EMIS, instructions are here:

[http://www.pyrusium.com/downloads/docs/emis\\_partnerapi\\_era.pdf](http://www.pyrusium.com/downloads/docs/emis_partnerapi_era.pdf)

You can set any API passwords for your users and they do not need to know these.

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## 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](mailto:eula.sewell@nhs.net) / 07717 215639.

For second line support, the Black Pear team can be contacted by email: [support@blackpear.com](mailto: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.

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## 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](mailto: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.

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### Why Is A Digital (IT) System Needed?

The EPaCCS digital system supports effective end of life care planning as it enables 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.

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### 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.

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### 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 register information is built up over time.

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### Who Will Access EPaCCS?

An EPaCCS administrator in each organisation is responsible for giving their clinical and administrative colleagues access to EPaCCS. Access may allow the user to create a new EPaCCS record, read/update 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
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### Will I find EPaCCS on my GP system?

Yes. As soon as you are licensed to use the EPaCCS App and the Papyrus software has been installed on your workstation you will be ready to use EPaCCS. First, log onto your GP clinical system, find the patient you wish to record information about, click on the Papyrus icon in your 'start' menu and choose the 'EPaCCS' app. The app is intuitive and easy to use.

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### I am a GP. Do I have to fill out everything in the End of life Plan?

No, it is expected that the GP will initiate the plan and complete the key mandatory fields e.g. GDPR, primary end of life diagnosis, CPR decision if known. Other organisations will also contribute to the plan over time e.g. community team. The GP practice will be notified of any updates to the plan.