



SystemOne EPaCCS Information Sharing Agreement

This is an agreement between:

EPaCCS Organisation	<i>Nottingham CityCare End of Life Care Team: EPaCCS Service</i>	
Representatives	<i>Carl Ellis End Of Life Care Team Manager</i>	<i>Sean Leathen EPaCCS Project Assistant</i>
Address	<i>New Brook House, 385 Alfreton Road, Nottingham, NG7 5DL</i>	

And

Organisation	
Name	
Address	

Contents	Page
1. Introduction	3
2. Definitions	3
3. Purpose of Sharing Information	4
4. Legal Basis for Sharing	4
5. Organisations Receiving Information	5
6. Information Sharing out of your Surgery	6
7. EPaCCS Information Sharing Procedure	7
8. Ending Participation	9
9. Supporting Documentation	9
10. Contract	10
11. Appendix 1: Data Controllers and scope of ISA	11
Document Review Date	12
Contacts	12

1. Introduction

- 1.1. The purpose of this document is an information sharing agreement to define the transfer of patient information between GP surgeries and the EPaCCS (Electronic Palliative Care Coordination System) Service run by the Nottingham CityCare End of Life Care Team. This document is for GP surgeries using SystemOne as their primary clinical system.
- 1.2. This project has been commissioned by your CCG (Clinical Commissioning Group) in response to the national EPaCCS development, to facilitate the flow of information about palliative patients between different organisations.
- 1.3. The aim of this agreement is to create a model of explicit consent whereby a patient only needs to give their consent to share their End of Life Care information once, whereupon it will be available to all organisations covered by this agreement.
- 1.4. The EPaCCS Service will extract information from the GPs practice record of those patients who have consented to share their information, and disseminate that information to the other organisations using the EPaCCS Service.
- 1.5. The information extracted by the EPaCCS service will be shared with organisations providing one of the following services:
 - a) Ambulance,
 - b) Out of Hours doctors,
 - c) Secondary Care,
 - d) Community Nursing.
- 1.6. It is important to note, however, that at the start of this agreement not all parties will have signed this agreement, and so it is not to be assumed that all parties have access to the information covered by the EPaCCS Service. A list of those services using the EPaCCS Service will be maintained on www.nottinghamcitycare.nhs.uk/end-of-life-care.

2. Definitions

- 2.1 EPaCCS – Electronic Palliative Care Coordination System
- 2.2 EPaCCS information, or EOLCC (End of Life Care Coordination) information – Information regarding a patient’s End of Life Care status and wishes. Specified in Section 6 of this document.
- 2.3 EPaCCS Service – The service provided by Nottingham CityCare End of Life Care team to facilitate the free flow of EPaCCS information between participating organisations.
- 2.4 EPaCCS database – the central repository of EPaCCS information for all patients referred to the Service, maintained and managed by the EPaCCS Service.
- 2.5 EPaCCS template – A SystemOne template which will be provided to the participating surgery, for recording a patient’s EPaCCS information in a consistent manner, allowing it to be shared by the EPaCCS service.
- 2.6 EPaCCS SystemOne unit – The SystemOne unit that will serve as the main database for EPaCCS information. Under this agreement, this will be the Nottingham CityCare End of Life Care team unit.

- 2.7 eDSM – Enhanced Data Sharing Model. SystmOne’s built-in protocol for sharing patient information between different SystmOne units.

3. Purpose of Sharing Information

- 3.1 The information to be shared as part of an EPaCCS is defined in the End of Life Care Co-ordination: Standard Specification. This information revolves around a patient’s choices and wishes regarding their end of life care, for example, their preferred place of care and death, and their DNACPR status. The information is fully specified in Section 7.
- 3.2 The EPaCCS Service is designed to cover all End Of Life Care patients in Nottinghamshire, giving all health care providers involved with the patient a single means of accessing this information. The benefits for this have been established through 7 EPaCCS pilot sites established in 2009. The expected benefits were given in the EPaCCS Case for Change 2012 as:
- Reduced number of unnecessary hospital admissions.
 - Reduced number of unnecessary ambulance journeys.
 - Increased numbers of carers identified and supported.
 - Improved clinician productivity.
 - Reduced number of times a patient has to have a “difficult” conversation with a clinician.
 - Increased numbers of patients die in a place of their choice.
 - Fewer complaints.

4. Legal Basis For Sharing

- 4.1 Patient’s information processed by the EPaCCS Service is classed as sensitive personal information by the Data Protection Act 1998, and as such must be processed fairly and lawfully, and with the explicit consent of the patient.
- 4.2 All organisations involved in this agreement are data controllers by the definition in the Data Protection Act 1998, and as such are responsible for ensuring their data is handled in a fair and legal manner.
- 4.3 The EPaCCS Service sits under Nottingham CityCare and, when facilitating the flow of information under this agreement, is a data processor on behalf of the participating organisations. As such, it is the EPaCCS Service’s responsibility to ensure all data is processed as accurately and as timely as possible, and within the limits specified within this agreement.
- 4.4 Before any information is shared via the EPaCCS Service, it is essential that explicit patient consent is obtained by the data controller entering the patient into the EPaCCS Service, and that the data controller ensures the patient knows their information will be shared with the above organisations.
- 4.5 For more information please see supporting documentation in Section 9.









5. Organisations Receiving Information

- 5.1 To share information through the EPaCCS service, the signing GP surgery must belong to one of the participating CCGs. The list of participating CCGs will be maintained on the Nottingham CityCare End of Life Care Team website, www.nottinghamcitycare.nhs.uk/end-of-life-care.
- 5.2 The EPaCCS Service will extract information from the GPs surgery record of those patients who have consented to share their information, and disseminate that information to the other organisations using the EPaCCS Service. The methods of extracting information are discussed in Section 6 and must be agreed in Section 9.
- 5.3 To receive information from the EPaCCS Service, that organisation must be recognised by a participating CCG as a provider to that CCG of one of the following services;
 - a) Ambulance,
 - b) Secondary care,
 - c) Out of hours doctors,
 - d) Community nursing.
- 5.4 Any organisation providing one of these services to a participating CCG, as recognised by that CCG, may receive information from the EPaCCS Service, provided that the organisation can satisfy the EPaCCS Service that appropriate policies and security are in place to ensure lawful use of the information by the Data Protection Act and prevent abuse of that information.
- 5.5 The method of sharing information with organisations will be determined between the EPaCCS Service and that organisation, based on their clinical system and requirements.
- 5.6 A list of those services with which information is shared will be maintained on the Nottingham CityCare End of Life Care Team website, www.nottinghamcitycare.nhs.uk/end-of-life-care. The person signing this document will be informed up to 30 days before any amendments to this list, providing the opportunity to opt out of this agreement if desired.

6. Information Sharing out of your Surgery

- 6.1 Before information can be shared, the surgery must gain consent of the patient, e-refer the patient via the referral button included on the template, and agree to Share In/Share Out.
- 6.2 The EPaCCS Service will accept this referral within one working day of it being sent and request to Share In and Share Out.. The surgery must agree to Share In and Share Out with the EPaCCS service for sharing to be possible.
- 6.3 After SystmOne's daily reporting update (daily at 5pm, at time of writing) the EPaCCS service will run several reports over the EPaCCS database, checking for any updates in every patient's record compared with the information known to the other services using the EPaCCS information. The other services using the EPaCCS service will be informed of these changes in the manner and timeframe agreed with that service.
- 6.4 Services with access to SystmOne but no unit of their own will be given viewing rights to the EPaCCS SystmOne unit. By this method they will be Read-only access to the patient's record, with a limited clinical tree, meaning they will not able to see the patient's full record or make amendments. The information they will be able to view is specified in Section 7.
- 6.5 If the patient withdraws consent to share information with the EPaCCS Service, this must be marked on the patient's record using the EPaCCS End of Life Template, and the referral will be ended by the EPaCCS Service within one working day of this adjustment being made.

7. EPaCCS Information Sharing Procedure

- 7.1 After the patient has given consent and the patient has been referred to the EPaCCS Service, other organisations using the EPaCCS Service will be informed of the patient's referral to the EPaCCS Service, in a manner agreed with that organisation and in line with NHS policy.
- 7.2 As the information is being shared through SystmOne's eDSM, the joining organisation remains the Data controller for the patient's record. The EPaCCS Team will manage and maintain the EPaCCS SystmOne unit, and is the Data controller for the processes of sharing information out of the unit.
- 7.3 Staff within participating organisations who require access to the EPaCCS database will be given access to view the EPaCCS SystmOne unit. This will give them access to live information from all organisations sharing via SystmOne's eDSM via a limited Clinical Tree showing:
- a)  Patient home - Shows High Priority Reminders, Reminders, Patient Status Alerts, Sensitivities & Allergies, Recalls
 - b)  EPaCCS End of Life Care Template - Shows all entries into the EPaCCS template, including Read codes, associated free text, date and initials of person entering the information. The Read codes shared through this are based on the ISB1580 EPaCCS Core Specification, and are available on request (See Section 9)
 - c)  DNACPR Form - Shows most recent entry of the Read code (XaZ9C) and shows any letters scanned in of the type DNACPR Form, meaning a DNACPR can be directly viewable without access to the full Communications and Letters.
 - d)  EMIS End of Life information - Shows all EMIS End of Life reports, information extracted from the patient's record if their GP practice uses EMIS Web. Potential information found in this report includes the most recent version of any V2 Read code from the ISB1580 EPaCCS Core Specification, along with associated Free Text, the date, and the user who recorded the information.
 - e)  Special Notes - Any Special Notes attached to the patient's record. Not to be confused with Special Patient Notes used by OOH services.
 - f)  Current Medication - Shows all currently active medication on the patient's record.
 - g)  Current Carers and Next of Kin - Shows name and contact details of anyone currently active as Carer or Next of Kin on the patient's record.
 - h)  New Journal (Past 4 weeks) - Shows clinically relevant events (such as consultations) from the last eight weeks.
- 7.4 Information visible in these Clinical Tree Views will be from all organisations who have agreed to share the patient's record through SystmOne's eDSM. The Views have been modified to provide users with access to up-to-date and important information, but no more information

than is required, in line with the Caldicott Principles. Users will not be able to amend this clinical tree to access more information.

7.5 Where organisations do not have access to SystemOne, or wish some information to be stored within their own clinical database, they will receive information updates from the EPaCCS Service. The information transmitted in this form is:

- a) Existence of record and consent to share - Organisations will be informed of the existence of the patient's EPaCCS record and that patient's consent for that organisation to access the record.
- b) Patient demographics - Patient's name, NHS number, age, date of birth, date of death, address, changes of address.
- c) Read codes from EPaCCS Template and changes those to Read codes - Any Read codes recorded in the EPaCCS template can be submitted to other organisations, included changes and updates. This does not include free text associated to that Read code.
- d) The removal of a patient from the EPaCCS database and reason. - Organisations will be informed of a patient's removal from the EPaCCS database so that they can make the relevant changes on their own database.

7.6 Patients will be removed from the EPaCCS database in the following circumstances:

- a) Patient dies.
- b) Patient withdraws consent to share their information
- c) GP discharges patient from EPaCCS Service.
- d) Patient's surgery is no longer using EPaCCS Service, or patient moves to a surgery that is not participating.

7.7 The information in section 7.4 and 7.5 will be transmitted using one of the following methods:

- a) Where possible and agreed with that organisation, the EPaCCS Service will remotely update and amend the relevant information on that organisation's patient record, in a manner agreed with that organisation.
- b) Where possible and agreed with that organisation, information will be electronically imported into that organisation's database. Information will be transmitted in a secure manner, in line with current NHS Policy.
- c) Otherwise, information will be compiled using SystemOne reports and EPaCCS VBA tools into a comprehensive list of updates of the information required by that organisation. These lists show only new patients, relevant changes to existing patients, and discharged patients, ensuring that no additional or unnecessary information is transmitted. This Information will be transmitted in a secure manner, in line with current NHS Policy.

7.8 The information here is correct at time of writing; however this may change as new developments arise. The joining organisation will be informed of any changes 30 days prior. An up to date list of those organisations receiving information, and a summary of information shared will be available at www.nottinghamcitycare.nhs.uk/end-of-life-care.

8. Ending Participation

- 8.1 The surgery may leave this agreement at any time by informing the EPaCCS Service.
- 8.2 Upon being informed that the joining organisation wishes to leave the agreement, the EPaCCS Service will end all information sharing processes between that surgery and the EPaCCS database. All patients belonging to that surgery will be removed from the EPaCCS database within 10 working days.

9. Supporting Documentation

9.1 Publications

- The Data Protection Act (1998)
- The Mental Capacity Act (2005)
- The Caldicott Report (1997) and Caldicott Review (2013)
- NHS End of Life Care Strategy (2008)
- EPaCCS: Making the Case for Change (2012)
- ISO: Data Handling procedures in government (2009)
- NHS Information Quality: EPaCCS Core Specification, ISB1580 (2013)

9.2 Supporting documents, available through the End of Life Care Team

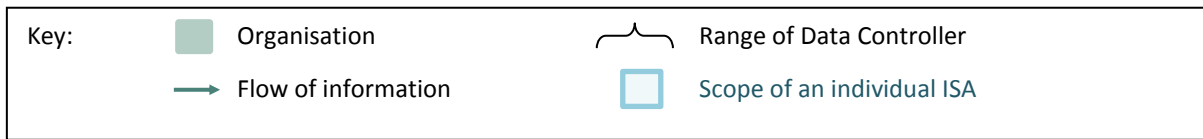
- Nottinghamshire EPaCCS and the Data Protection Act (1998)
- Nottinghamshire EPaCCS and the Caldicott Review
- Nottingham CityCare Partnership Confidentiality and Data Protection Policy
- Nottinghamshire EPaCCS Methods of Information Sharing
- Nottinghamshire EPaCCS Read code list
- Nottinghamshire EPaCCS Information Governance Processes

- 9.3 Lists of participating CCGs and services with which EPaCCS information will be shared are available on www.nottinghamcitycare.nhs.uk/end-of-life-care.

10. Contract

Method of Information Sharing (Please refer to Methods Information Sharing for guidance)		
<i>Use EPaCCS template to store End of Life Care information</i>		
<i>Gain patient consent to share EPaCCS information with all services specified, then e-Referral through EPaCCS template, agree to Share in/Share out with End Of Life service.</i>		
<i>End of Life service will share the agreed information to the ambulance, out-of-hours and secondary care service in the manner agreed with those organisations.</i>		
Terms and Conditions		
<ol style="list-style-type: none"> 1. The surgery must use the EPaCCS template to store information relating to a patients care, and this information must be accurate and as up-to-date as the surgery requires. 2. Explicit patient consent to share information with the services covered in this agreement must be obtained by the surgery represented in this document. If the patient is unable to give explicit consent, consent must be obtained from the Lasting Power of Attorney (LPA) for Personal Welfare, or a Best Interest decision must be made in accordance with the Mental Capacity Act (2005). 3. Patient's consent status must be recorded using the appropriate option on page 1 of the EPaCCS Template. The patient must be referred to the EPaCCS service using the Referral button within the EPaCCS template. The EPaCCS service will request an eDSM Share in/Share out for that patient, which the surgery must accept for data sharing to commence. 4. The EPaCCS Service will disseminate the specified patient information to the specified services, without altering or amending that information, in a manner agreed with that service and in compliance with NHS information governance policy. 5. The EPaCCS Service is not responsible for inaccurate or out-of-date information recorded by the surgery on the patient's record. 6. The surgery must have in place procedures to deal with complaints or issues arising from misinformation shared via the EPaCCS Service. 7. The surgery must have in place suitable policies and procedures to ensure they meet the legal requirements for storing sensitive information. 8. In the event of an issue arising due to the surgery failing to meet these conditions, the EPaCCS Service may suspend information sharing from that surgery, until the issue has been resolved and suitable precautions against future incidents have been put in place. 		
Please print, sign and date below to indicate that you agree to the terms of this document, the method of information sharing, and understand your legal responsibilities in storing and sharing sensitive information.		
Joining Organisation representative		
Print:	Sign:	Date:
Joining Organisation representative		
Print:	Sign:	Date:
EPaCCS Service representative		
Print:	Sign:	Date:

11. Appendix 1: Data Controllers under Nottinghamshire EPaCCS ISA and Scope of processes covered by each ISA.

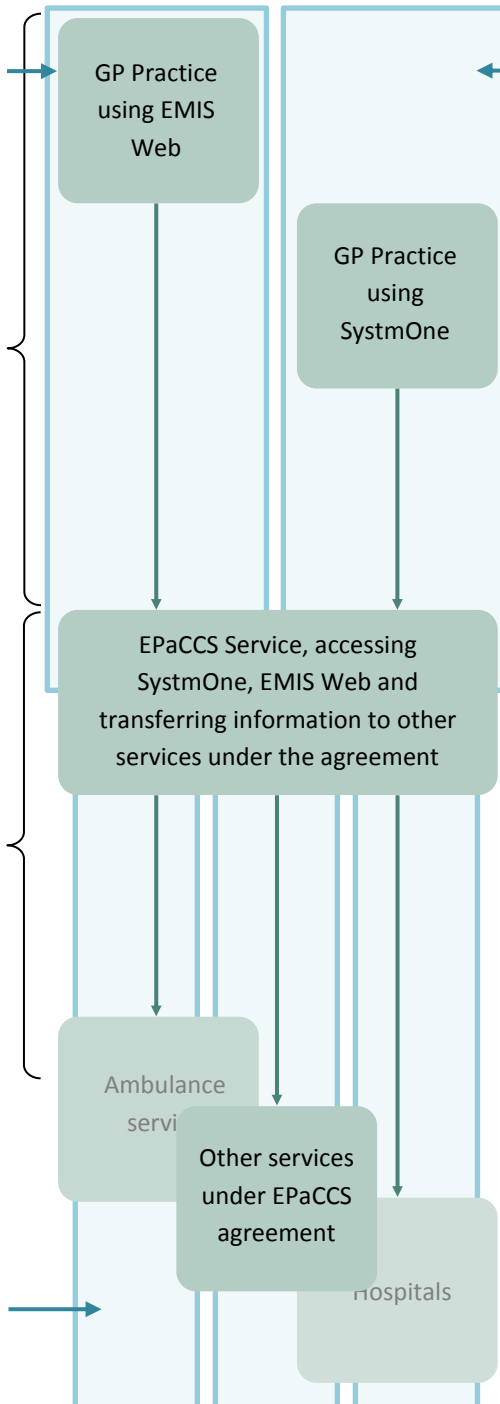


Scope of EMIS ISA, defining processes between GP Practices using SystmOne and the EPaCCS Service.

The GP practice is the data controller for patient information in their EMIS Web unit and for the process of information being extracted from their record. The EPaCCS Service is a data processor for this part of the process. Once the information has been transferred, the EPaCCS Service is the data controller.

Where the GP practice uses EMIS Web, the EPaCCS Service manages and maintains the EPaCCS SystmOne patient record, updating that information to be aligned with that on an EMIS record and the transfer of that information out of the EPaCCS SystmOne unit. The EPaCCS Service is the data controller of the EPaCCS SystmOne patient information, until the transfer to another service is complete.

Each other service sharing information with the EPaCCS Service will have its own data sharing agreement with the EPaCCS service, which will not conflict with an existing agreement.



Scope of SystmOne ISA, defining processes between GP Practices using SystmOne and the EPaCCS Service.

SystmOne GP Practice's are the data controller for patient information being shared through SystmOne's eDSM sharing. They refer the patient to the EPaCCS SystmOne record and agree Share In/Share Out.

The EPaCCS Service is the data controller in the process of sending/extracting patient information and transferring it to other services under the EPaCCS ISA. This method of transfer is agreed between the EPaCCS Service and that organisation.

The organisation receiving the information is the data controller of the information once the EPaCCS Service has transferred the information in the agreed way.

Document Review Date

Document Review Date
The document will be reviewed within 30 days of 1/4/2015

Contact Details

For any queries regarding the contents of this document of the running of the EPaCCS service, please contact the below people.

Contacts
<p>The EPaCCS Service is being led by the Nottingham CityCare - End of Life Care Team.</p> <p>Sean Leathen – EPaCCS programme assistant Sean.Leathen@nottinghamcitycare.nhs.uk</p> <p>Carl Ellis – End of Life Team Manager Carl.Ellis@nottinghamcitycare.nhs.uk</p> <p>Sandre Jones – Information Governance Lead, Nottingham CityCare Sandre.Jones@nottinghamcitycare.nhs.uk</p> <p>Paul Gardner – Information Governance Lead, Nottingham City CCG paul.gardner@nottinghamcity.nhs.uk</p> <p>End of Life Care Team New Brook House, 385 Alfreton Road, Nottingham, NG7 5DL Tel: 0115 8834787</p>