



Professional  
Record  
Standards  
Body



# INFORMATION RECORD STANDARDS

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BCS Webinar, 8<sup>th</sup> June 2023

**Better records  
for better care**

# Agenda

## Introduction

- About the PRSB
- Our value offer
- Key facts

## Standards explained

- The what and why
- How PRSB develops standards
- Examples of key standards

## Implementing standards

- Implementing standards
- Frameworks and legislation
- Implementation toolkits
- The Standards Partnership Scheme

## Discussion

- Questions
- Wrap up

# The PRSB – who we are

We develop information **record standards**, so the **right information** is **shared** whenever and wherever care is needed.



Our unique **network of professionals, patients and public** bring together their clinical expertise, the best care skills and lived experiences to help us make joint decisions about **how we share the right information safely and effectively**.



PRSB's **purpose is to bring together all the disciplines** across health and care with **people** who use those services to define the information needed to support high quality, integrated care.

We are experts in developing care record standards that are widely supported and endorsed by UK-wide bodies. We manage and maintain those standards and **ensure consistency** so that **standards remain current** and relevant.

We **represent the interests of our members, partners, and stakeholders at every stage** from **setting priorities** for standards through to ensuring they are **implemented in a way that is helpful** and useful rather than an additional burden on a hard-pressed workforce.

We work directly with **suppliers and providers** to support them on their journey to interoperable data and to provide independent **assurance of conformance** with our standards.

**Together we are stronger** – the combined views of our members, partners and stakeholders are welcomed and sought by national bodies and governments across the UK.

Our role is recognised and our collective contribution is highly valued and increasingly influential leading to solutions that improve work for professionals and suppliers and enable delivery of the kind of integrated care that we all want.

# The PRSB – key facts

- ✓ We are an **independent**, not for profit, community interest company
- ✓ We are **UK wide** with links to international bodies
- ✓ We uniquely represent clinical, social care and people
- ✓ Our standards identify the critical set of information for safe care and best practice
- ✓ Our methods are agile and flexible
- ✓ We have a strategic partnership and single-supplier 4-year contract with NHS E/I for information record standards development through to delivery.





# Bringing together the right people – 83 members

➔ Royal colleges

➔ Patient and carer groups

➔ Regulators

➔ Social care organisations

➔ Industry/System suppliers

➔ Devolved administrations





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# PRSB standards

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## Quick check

- Have you heard of the PRSB?
- Have you heard of information record standards?



# Why do we need information standards?



## Recording information consistently

For information to flow between systems, it needs to be organised and recorded in the same way every time.

Agreed national standards and definitions must be used so that any computer can reproduce it with the same meaning.



## Right place, right time

When information standards are implemented by care providers and their computer system suppliers, information will be recorded consistently across different settings.

This enables meaningful information to be made available to the right professionals at the right time, so it can be used to inform decisions about the care of the person.



## Information tailored for different needs

Not everyone we interact with needs to see all the information in all these records to advise us on what tests we might need, or diagnose a condition, or meet our care and support needs, but they might need to see some information from more than one record.

## Patient

- Do not need to repeat their story
- Increased confidence in the care being provided
- Improved experience of care provision and improved outcomes
- Feel understood and listened to and that their preferences are taken into account
- Feel involved in decision making
- Enables patients to engage in their health and care via Person Held Records

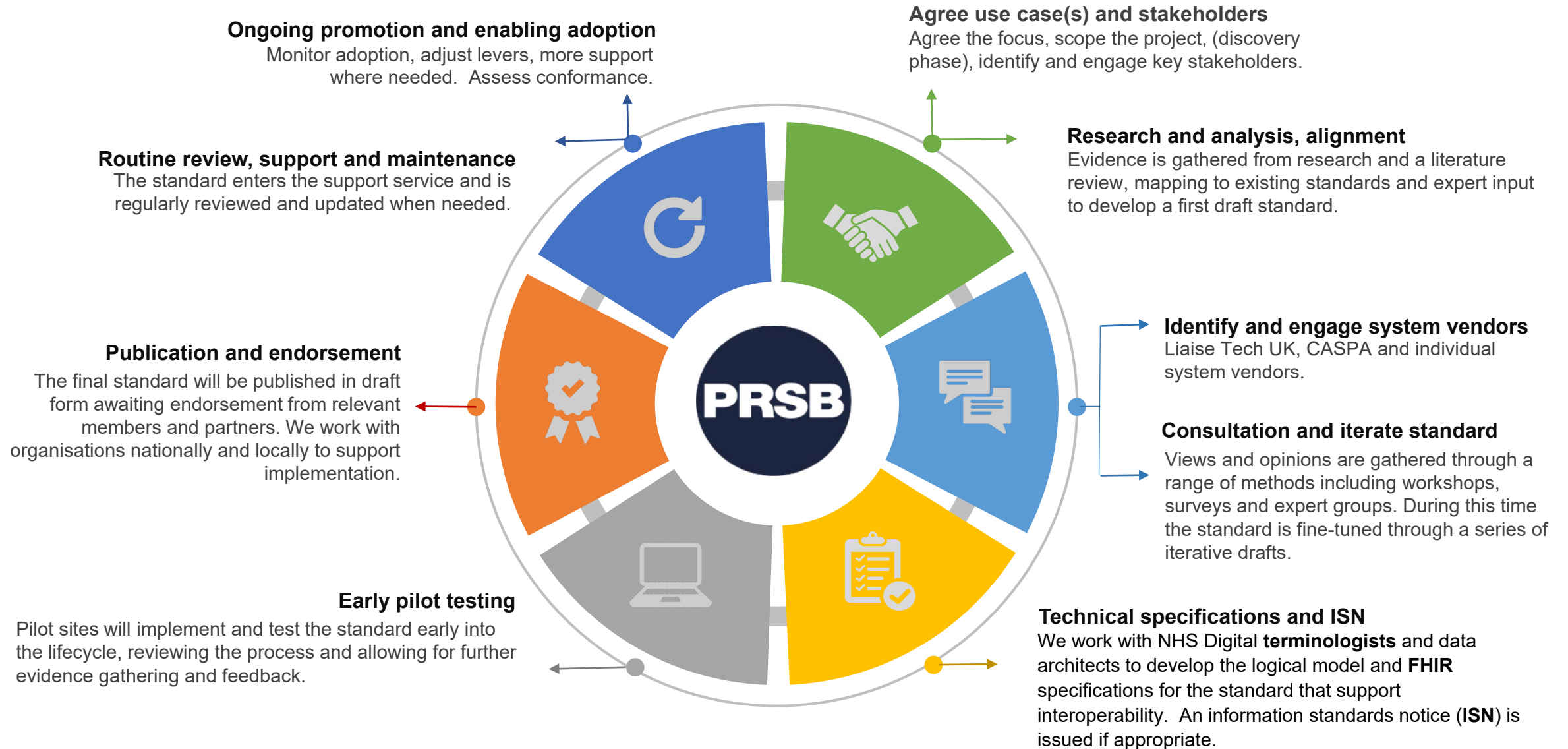
## Professional

- Access to usable care information, saves times , decreases duplication
- Confidence in the information provided to support care delivery
- Supports clinical decision support
- Consistent and accurate recording of information on medications, assessments, treatments, outcomes
- Share records with colleagues also supporting the patient's care

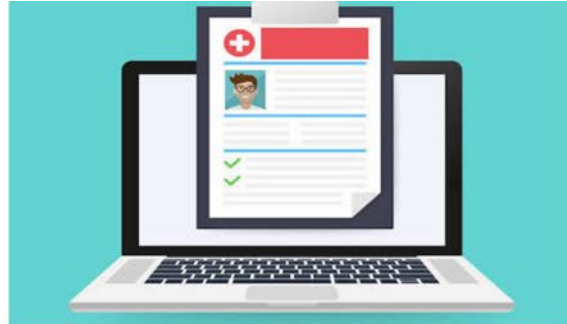
## Wider System

- Vital for interoperability
- Meaningful data for service improvement, workforce planning, research, audit
- Informs population health management and strategic planning
- Supports mandatory national and local reporting datasets

# The standards methodology & lifecycle



# Different types of information standards



## Information record standards

- A specification for the structure and content of the information record for a given use
- Includes structured data and free text items in human readable form



## Terminology standards

- Define the coded items and values in records e.g. diagnosis, allergies
- SNOMED CT is the most widely known example



## Technical standards

- Define how a message is transported and shared digitally
- HL7 FHIR is the global industry standard

# Contents of PRSB standards

MRO ⓘ	Name	Description	Value Sets ⓘ	Implementation Guidance ⓘ	Information Type	Cardinality ⓘ
M	▶ Person demographics	The person's details and contact information.	-	This section contains the person's... <a href="#">Read more &gt;</a>	Record	1 ... 1
	▼ GP practice	Details of the person's GP practice.	-	This section contains details of t... <a href="#">Read more &gt;</a>		1 ... 1
R	▼ GP practice record entry	This is an GP practice record entry. There may be 0 to many record entries under a section. Each record entry is made up of a number of elements or data items	-		Record	0 ... *
	GP name	The name of the person's GP. If the person is registered with a GP practice, their usual GP name will be something volunteered by the person or their representative.	Free text			0 ... 1
	GP practice details	Name and address of the person's registered GP Practice. Registered GP practice details are available from the Person Demographics Service (PDS), or volunteered from the person or their representative. Include details of the practice name and address.				
M	GP practice identifier	The identifier of the registered GP practice.	NHS data dictionary :- General medical practice code (patient registration)			1 ... 1
R	▶ About me	About me	-	Implementation guidance This sect... <a href="#">Read more &gt;</a>	Record	0 ... 1
R	▶ Individual requirements	The individual requirements of the person.	-	This section allows for the sharin... <a href="#">Read more &gt;</a>		0 ... 1

Conformance Mandatory, Required or Optional

Information Type

SECTION

RECORD ENTRY

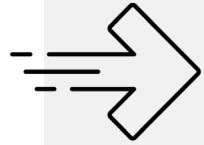
ELEMENT

Value Set e.g, code, free text or number

Guidance on how sections and elements should be used

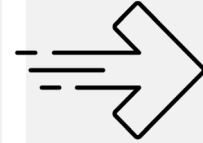
Cardinality 0, 1 or more than 1

# Our published standards



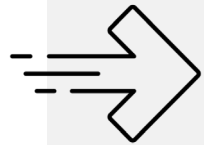
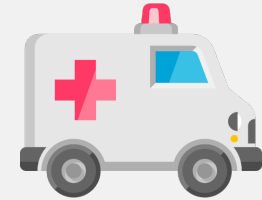
## Core records

Core Information Standard, Maternity, Healthy Child, Social Prescribing, PODAC, Nursing, Anaesthetic Charts, Diabetes, Wound Care.



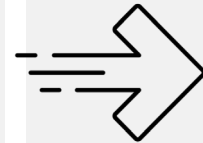
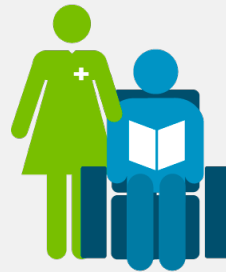
## Transfers of care

Inpatient/ED/MH Discharge, Outpatient Letters, Clinical referral, 111 referral.



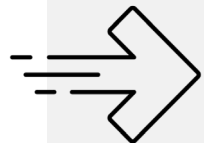
## Social care

Care homes' view of the shared care record, Local authorities' information in SCR.



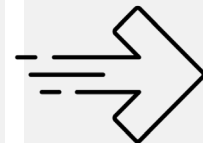
## Personalised care

About Me, Personalised Care and Support Planning, Shared Decision Making, Social Prescribing.



## Medicines and pharmacy

Community Pharmacy Standard, PODAC Pharmacogenomics.



## Supporting implementation

Toolkits for Personalised Care and Support Planning in mental health.







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# The Core Information Standard for Shared Care Records that support integrated care

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for better care

# Core Information Standard and the Shared Care Record



All our standards are aligned to ensure consistency and safe sharing of data

## What the core information is... and what it isn't

- ✓ It's **person-centred** – it's the key information that people want to share about themselves and their needs.
- ✓ It's the person's medical and care history, interactions with services, current conditions, care plans and medications.
- ✓ It will support care **from birth to the end of life.**
- ✓ It's information that can be shared in real-time across health and social care services and with the individual themselves.
- ✗ It will **not include all information** held about a person in every organisation across health and social care.

# Core Information Standard

- The PRSB [Core Information Standard \(CIS\)](#) has been used as the standard against which **Shared Care Record (ShCR)** systems are being assessed.
- The standard defines a set of validated information that can potentially be shared between systems in different sites and settings, amongst health and care professionals using the service for the purpose of direct care.
- [Orion Health](#) has been awarded the PRSB Quality Mark for conformance with the Core Information Standard – the first supplier to achieve this watershed on the journey to interoperable shared care records.
- The Information Standards Notice (ISN) for the Core Information Standard will be published in Q4 2023.





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# The Personalised Care and Support Plan Standard

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# About Me



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## The essential standard for person-centred care and support

The About Me standard helps people share information about their needs and preferences with health and care professionals, so that staff can provide better, more person-centred care whenever and wherever it is needed. The information can include whatever the person feels is important to them and it complements data that already exists in a health and care record:



**What is most  
important  
to me**



**People who  
are important  
to me**



**My preferred  
methods of  
communication**



**My  
wellness**



**Please do  
and please  
don't**



**How and  
when to  
support me**



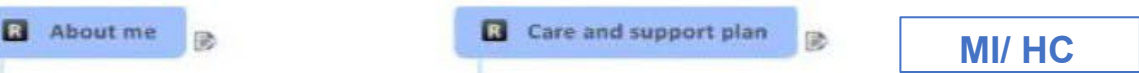
**Also worth  
knowing  
about me**



**Find out what About Me information should be  
documented and shared in health and care records**

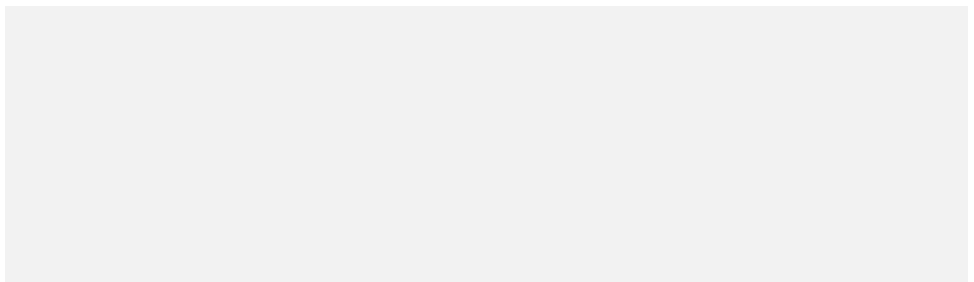
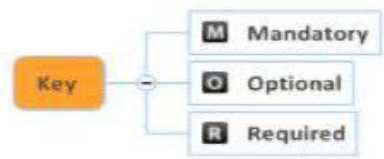
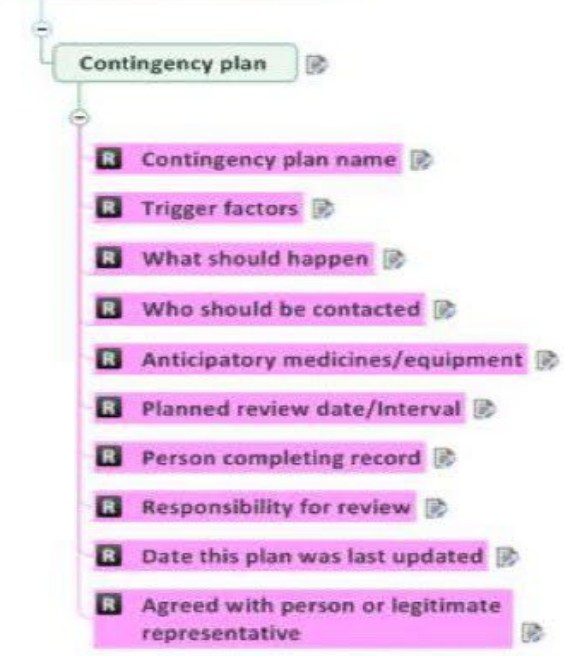
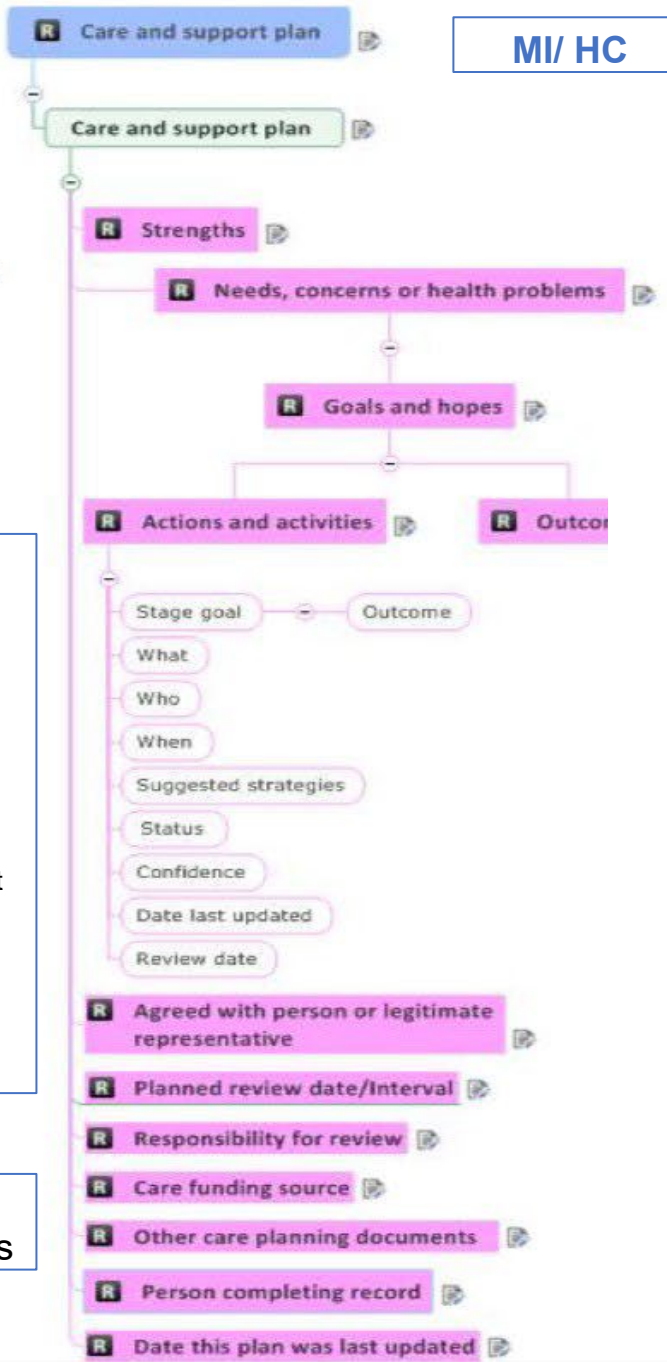
[www.theprsb.org/standards/aboutme](http://www.theprsb.org/standards/aboutme)





- 2020 – Structured**
- What is most important to me
  - People who are important to me
  - How I communicate and how to communicate with me
  - My wellness
  - Please do and please don't
  - How and when to support me
  - Also worth knowing about me
  - Date
  - Supported to write this by

**2021 - Formulation e.g. 5Ps**



# Person taken to A&E with self-harm



PERSONALISED CARE  
& SUPPORT PLAN



A young woman is picked up by the police and taken to A&E at the local hospital as they think she is experiencing a mental health crisis. She has superficially self-harmed.

She is taken there by police who had been called, concerned for her safety.

She has been under the CMHT and has a personalised care and support plan that is available in her record that can be seen by the triage nurse who initially assesses her in A&E. The triage nurse can see her contingency (crisis) plan which lists her contacts and brief mental health history.

She can also see the wider management plan agreed with the young woman including the list of medications prescribed and overall therapeutic approach.

As a result of the assessment, she is seen by a member of the Psychiatric liaison team.

The team assess her. Her wounds have been dressed and she does not want to be admitted to hospital. She is able to assure the team she will try to remain safe.

Her family are contacted and she is able to go home with their support.

## About Me Standard

About me

### 2020 – Structured

- What is most important to me
- People who are important to me
- How I communicate and how to communicate with me
- My wellness
- Please do and please don't
- How and when to support me
- Also worth knowing about me
- Date
- Supported to write this by

**2021 – Updated standard** for use in mental health care by adding **Formulation**

Please note: Not all the components are displayed in this diagram.

## Personalised Care and Support Plan Standard

About me

Care and support plan

Contingency plans

Additional support plans

Formulation

## Shared Care Record (Core Information Standard)

About me

Legal information

Demographic / GP details

Anticipatory medicines

Contacts

Reasonable adjustments

Care and support plan

Participation in research

Contingency plans

Problem list

Additional support plans

Medications and allergies

End of life care plans

Vaccinations



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# The Diabetes Standard

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# PRSB Diabetes Standard

By 2025, the number of people in the UK living with diabetes is expected to rise to 5.3 million.





# PRSB Diabetes Standard

**PRSB's Diabetes Record Information Standard** aims to improve sharing of key information about a person's diabetes across primary, secondary, community and social care and the person themselves.

This also includes information that a person may record at home using apps

Access to this information means professionals can save time, prevent unnecessary tests and reduce clinical risks.







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# Implementing PRSB standards

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# Frameworks and legislations

English national policy, procurement frameworks and legislation require adoption of PRSB standards.

- **What Good Looks Like** – requires all ICSs and trusts to have EPR by March 2025 (90% by 12/23), use the Core Information Standard to develop shared care records
- Procurement frameworks: PRSB is on the Health Systems Support Framework and the Adult Social Care framework.
- Information Standards Notices (ISNs)
- Data Protection and Digital Information Bill will enforce health and care suppliers to conform with standards. Legislation is expected in 2024.

# STANDARDS TOOLKITS

These toolkits are designed to support you and your team to successfully implement PRSB standards in your organisation. They are step-by-step guides to help you and your team use the standards to enable information to be shared digitally in order to improve the delivery of health and care.



**PALLIATIVE AND  
END OF LIFE CARE**






**COMMUNITY MENTAL  
HEALTH**



**DIABETES  
(COMING SOON)**



**MATERNITY  
(COMING SOON)**

<p><b>PRSB STANDARDS EXPLAINED</b></p> <p>Dipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua untem ast.</p>  <p><a href="#">Read More</a></p>	<p><b>TRANSFORMATIONAL CHANGE</b></p> <p>Dipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua untem ast.</p>  <p><a href="#">Read More</a></p>	<p><b>PRSB SUPPORT AVAILABLE</b></p> <p>Dipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua untem ast.</p>  <p><a href="#">Read More</a></p>
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A dark blue banner with a repeating pattern of white line-art icons of hands holding hearts. The text 'PALLIATIVE AND END OF LIFE CARE' is centered in white, bold, sans-serif font.

# PALLIATIVE AND END OF LIFE CARE

**1. How to use this toolkit**

**2. Getting to grips with the standard**

**3. Getting people on board**

**4. Taking stock and planning**

**5. Putting the standard into practice**

**6. Shared learning and resources**

**This structure will be followed for every PRSB implementation toolkit**



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# The Standards Partnership Scheme and support available

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# The Standards Partnership Scheme



“In the absence of PRSB standards, we couldn’t have achieved the Yorkshire & Humber Care Record. The PRSB is adept at building effective and constructive relationships through the Standards Partnership Scheme.”

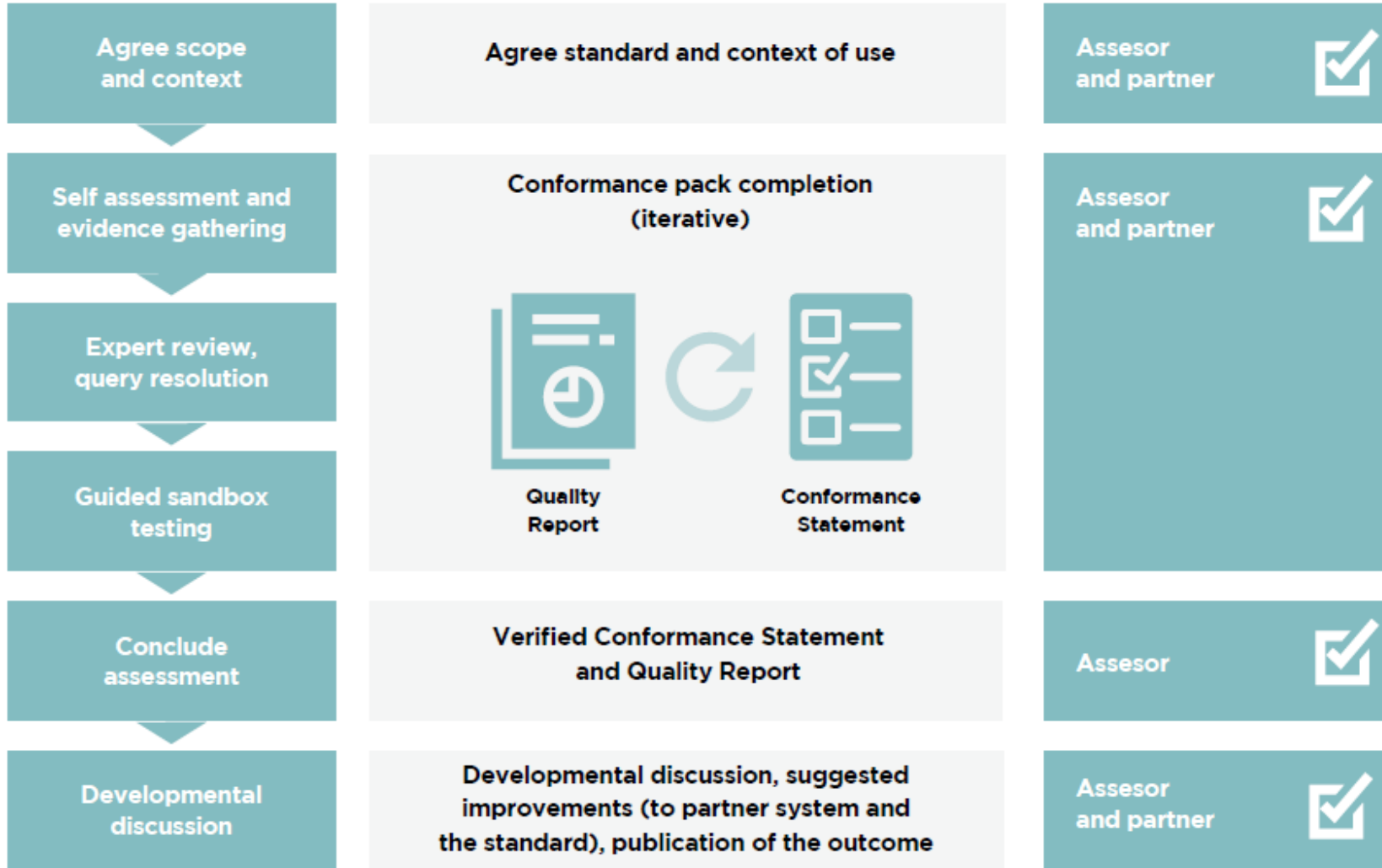
Lee Rickles, Yorkshire & Humber Care Record



# The Standards Partnership Scheme



# THE ASSESSMENT PROCESS



# CONFORMANT PARTNERS



## About Me Standard



## Core Information Standard



## eDischarge Summary Standard



## Personalised Care and Support Plan Standard



## Urgent Transfer from Care Home to Hospital Standard



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# FEEDBACK ON CONFORMANCE

"It would be fantastic to see more suppliers follow our lead and become conformant against the Core Information Standard. We had to invest time on it, but the assessment helps you to put the theory into reality. The PRSB has done a lot of work on evidence-based practice and consultation, so we know it's a trusted and needed standard."

**Ben Wilson,**  
Orion Health



Taffy Gatawa, everyLIFE Technologies, talks about the outcomes and benefits of PRSB standards conformance assessment.



[Watch the video](#)

"Working to meaningful, open standards has the potential to positively impact the quality and consistency of care."

**Nuno Almeida**  
Nourish



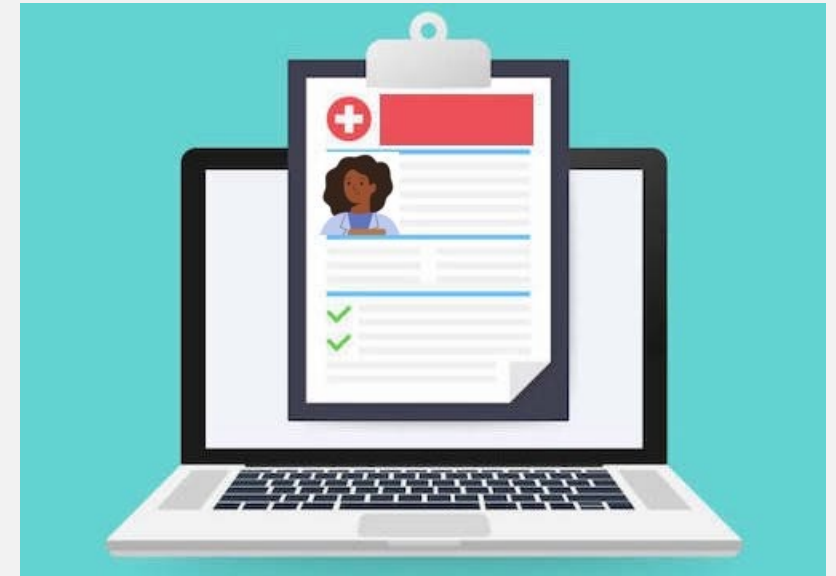
"It was such a delight working with Ian and Isabel (assessors) obtaining this standard. We are looking forward to working with you on the next standard. We both learnt so much and are amazed at how useful it is across all aspects of our work."

**Nicola Cranfield,**  
IMS Maxims



# The Standards Partnership Scheme

- The drive towards standardised data and information sharing is vital for the safe, professional, integrated, person-centred care.
- Software suppliers and care providers are being encouraged and compelled to conform to standards in various ways - legislation, supplier accreditation, procurement policy, integrated care systems.
- Talk to us today about how the PRSB can support you.



# Key Messages

We've discussed

- PRSB – who we are, what we do and how we do it
- Information record standards
- Examples and how these are being used nationally
- Our Implementation efforts
  - Frameworks, legislation, toolkits and the Standards Partnership Scheme
- **Information record standards** are a **prerequisite** for **interoperability** of important health and care information across different health and care settings.
- Care is increasingly being delivered by multi-disciplinary teams that span multiple health and care organisations.
- More important than ever that health and care information is interoperable to enable provision of **person-centred well-coordinated, integrated care**



# For more information



[www.theprsb.org](http://www.theprsb.org)

[@ProfRecordSB](https://twitter.com/ProfRecordSB)

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