

Standard Operating Procedure (SoP): Generating a Future Care Plan in a SystmONE Practice

Introduction

May 2023 sees the rollout of Future Planning resources to Solent and Southern Health Community teams in Portsmouth and Southeast Hampshire. This is the first step in a HloW wide refresh through 2023. General Practice administrator support, as detailed in this SoP, will be a vital step ensuring patient preferences and wishes collected by community or general practice staff leads to patients receiving up to date printed Future Care Plans for them to share with their families and clinicians. Yes all of the information in these printed care plans will also be visible in SystmONE, CHIE and the National Summary Care Record, however experience shows that in times of medical crisis, when a patient most needs staff to know their past medical history, that electronically stored information is not being used. Hopefully 2024 will see RiO, EMIS and SystmONE, with the support of NHS England, starting to share this information automatically directly into Hospital and Ambulance Service system. In the meantime, thank you for your help. So, for the moment we continue to rely upon paper. And, fridge magnets!

Setting up a Practice Process

Each practice may decide upon a different system varying from post it notes to SystmONE tasks. Please add below how Admin within your practice or PCN should expect to receive notification of patients requiring a Future Care Plan printing. These will be patients who have had significant new information added to their Future Planning Template in SystmONE by clinicians within the practice team.

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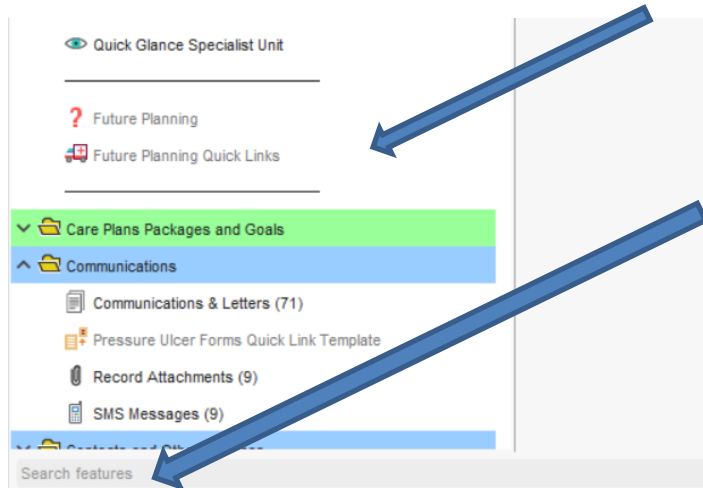
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Printing a Future Care Plan

Please print a Future Care Plan from SystmONE as detailed below.

When in the patient record look for the Future Planning – Quick Links template in the Left Hand tree.

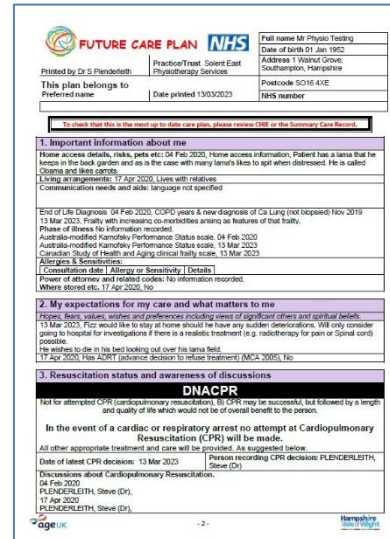


Or type “Future” into the Search Features box at the bottom left of the screen. A number of options may appear but select “Future Planning – Quick Links V2.1” (or higher).

Select Print Patient Future Care Plan and follow instructions as usual for generating a SystmONE document from a Word template.



Please email, post or deliver the resulting document to the patient via their preferred communication route.



A new Future Care Plan should be supplied each time significant changes are added to the patient's **Future Planning** template.



The first time a patient has a Future Care Plan provided they should also be supplied with a

Future Care Plan

Colour Front Sheet

and an

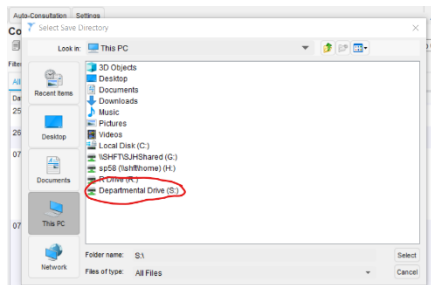
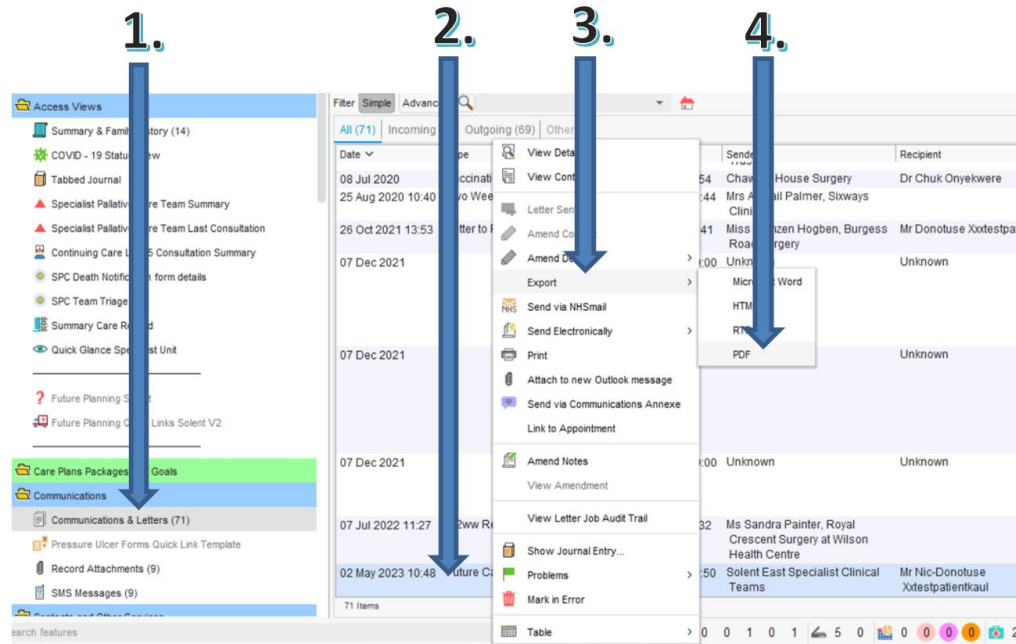
"I have a Plan"

Fridge Magnet.

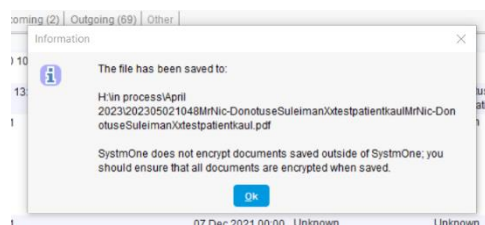


Generating a PDF of the Future Care Plan document for uploading to CHIE

The Future Care Plan saved in SystmONE will be a Final version of a Word document. To generate a PDF version select the document in “**Communications & Letters**” when in the patient record and **Right Click** on the document. Then select **Export** and **PDF** as shown in steps 1-4 below.



Please export the PDF to a secure department drive into a folder setup for the purpose.



Once saved, follow the instructions below . . .

Uploading a PDF of the Future Care Plan to CHIE

(Including when used for Proactive Case Management (PCM))



From SystemONE access the patients CHIE record by selecting the **CHIE** icon when in the patient record.



In the Clinical Document Viewer (CDV Tree),

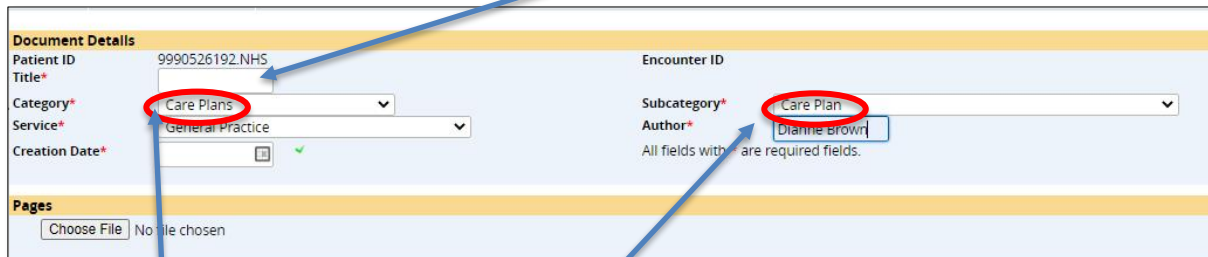
click 'Add New Document'

Select Choose File to locate and upload the document.

N.B. Only pdf documents can be uploaded to CHIE.

On the next screen:

- Please type **FutureCarePlan** in the title field



For all Care Plans, including PCM, select the following options:

- Category – Set to 'Care Plans'
- Subcategory – Set to 'Care Plan'

Further Details

Regarding all facets of the Future Planning Project are available on www.futureplanning.org.uk
Contact the project team via the website contact page.

The Future Care Plan includes information from the wider patient record which is also shown in their Summary Care Record. The paper FCP may rapidly go out of date, however it is still a useful summary (best held in the community nurse folder), may re-assure patients & families that they "Have a Plan" and can easily be updated & re-printed. Old copies of the Future Care Plan, which belong to the patient, should ideally be shredded.