

Update on MY CARE

I am writing to update you on the Royal Devon & Exeter NHS Foundation Trust's (RD&E) MY CARE Programme as we now enter the last few days before we go live with our new comprehensive electronic patient record (EPR) system provided by health software experts Epic. Following work completed over the last two and half years, which has engaged thousands of people (patients and staff) to improve how care and services are delivered in the future, we will go live with our new (EPR) on the 10th October. MY CARE is the first programme in England to go live with Epic in both an acute hospital and in community-based health services; so we are particularly proud that Devon will be recognised for this digital milestone for the NHS.

Our new EPR is set to replace traditional paper patient notes and mean that for the first time, every aspect of a person's care will be recorded in real time. As our staff will no longer have to log-in to multiple computer systems, complete numerous paper documents and duplicate forms they will have more time to spend delivering care for patients.

Over the coming months we will gradually roll out our new patient portal, called MY CARE, which provides patients (or their nominated proxy) the ability to view their own care record any place in the world, anytime, and via either a laptop, home computer or mobile telephone. The portal means they can see their upcoming appointments, change appointments, see a range of results, and request direct communication with members of their care team. I do, though, want to reassure patients that might be concerned or anxious about using new technology or who don't have access that we will continue to use paper communications for patients who don't use the portal.

As I am sure you are aware, the RD&E is focusing on restoring services and preparing for any potential second spike in Covid19 infections over the coming weeks. Going live now allows us to put in place this vital technology to help us manage what is likely to be a difficult winter as we deal with the usual seasonal flu alongside a likely further surge in Covid19 numbers. MY CARE will support this effort by:

- Providing real-time monitoring of testing to enable positive and suspected Covid19 cases to be confirmed
- MY CARE Link will enable GPs and regional health bodies to access patient information
- Recording patient information on mobile devices will make it easier to keep accurate information no matter where the patient is
- MY CARE, the patient portal, will allow patients to keep track of appointments meaning fewer DNAs
- MY CARE will support staff to carry out telephone consultations when off-site with the benefit of the full clinical record being available to them
- We have built specific COVID-19 related tools into our new system to help staff

Going live 10 October 2020

Going live will be a highly challenging time for the Trust and as you would expect the Trust has put in place safeguards to ensure that patient safety is maintained and disruption to patients is minimised. These include:

- Going live at 4am to ensure hospital activity is as quiet as possible for the technical switch on.
- Using the support of over 1000 clinical and administrative Super Users, who have had extra training, to assist colleagues during the go live period.
- Working with partner organisation to minimise admissions and expedite discharges during this time.

To give you an understanding of what is involved in a go live I have shared the link to a recent animation we have produced to help staff understand what to expect between now and the end of go live – [please click here to view the animation](#).

As with all programmes of this scale, it is possible that patients may experience some delays in the period running up to the go live date and a few weeks afterwards as our staff get used to the new ways of working. Patient safety will remain the top priority during this time and our staff will all be working hard to keep any disruption to a minimum.

I hope you have found this update helpful. If you have any questions regarding the implementation of MY CARE please feel free to contact me.

Yours sincerely,



Suzanne Tracey
Chief Executive