CHIE – An introduction

June 2023

Sharing information to support the provision of the best possible care

www.chie.org.uk

info.chie@nhs.net

www.hiowhealthandcare.org

Shared care record for HIOW ICB

Hampshire and Isle of Wight

SERVING A POPULATION OF 1.9 MILLION

ANNUAL BUDGET: £3.5 BILLION

OVER 19,300 BIRTHS ANNUALLY

77,500 NHS AND SOCIAL CARE STAFF

WHO WE ARE:
- 140 GP practices
- Over 200 optometry services
- 42 primary care networks
- Over 200 providers of dental services
- Over 900 suppliers of domiciliary care
- 2 community and mental health trusts
- Over 300 pharmacies

4 ACUTE HOSPITAL TRUSTS

4 HEALTHWATCH PARTNERS

AN ALLIANCE OF VOLUNTARY AND COMMUNITY ORGANISATIONS WORKING IN PARTNERSHIP

1 AMBULANCE SERVICE

4 UPPER TIER LOCAL AUTHORITIES: AND 10 DISTRICT AND BOROUGH COUNCILS
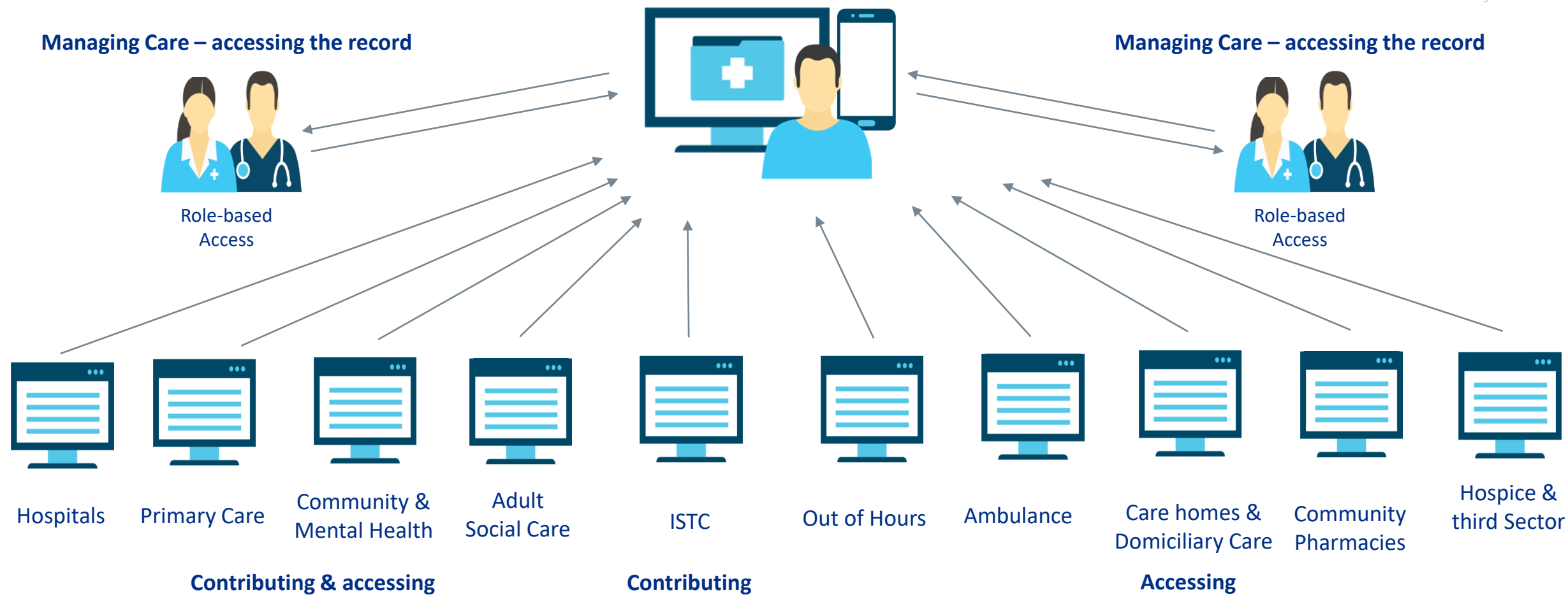
What is CHIE?

The Care and Health Information Exchange (CHIE), (in existence since 2003) is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others.

CHIE helps professionals provide safer and faster treatment for people across Hampshire, the Isle of Wight and surrounding areas.

What is CHIE? (continued)

Hampshire and Isle of Wight

CHIE Care and Health Information Exchange

Single Citizen/Person Record

Managing Care – accessing the record

Role-based Access

Managing Care – accessing the record

Role-based Access

Hospitals

Primary Care

Community & Mental Health

Adult Social Care

ISTC

Out of Hours

Ambulance

Care homes & Domiciliary Care

Community Pharmacies

Hospice & third Sector

Contributing & accessing

Contributing

Accessing

CHIE partner organisations

Acute Trusts

Hampshire Hospitals NHS
NHS Foundation Trust

Isle of Wight NHS
NHS Trust

Portsmouth Hospitals
NHS Trust

University Hospital Southampton NHS
NHS Foundation Trust

Primary Care
159 GP practices

Hospice

Naomi House & Jacksplace
hospices for children and young adults

Oakhaven hospice

Mountbatten

Rowans Hospice

Community & Mental Health

Solent NHS
NHS Trust

Southern Health NHS
NHS Foundation Trust

Primary care Hub & Alliances

ESP Network Ltd.
Caring Together

MHH Mid Hampshire Healthcare

Portsmouth Primary Care Alliance Ltd

Southern Hampshire PRIMARY CARE ALLIANCE

Southampton Primary Care Ltd.

Local Authorities

Hampshire County Council

ISLE of WIGHT COUNCIL

Portsmouth CITY COUNCIL

SOUTHAMPTON CITY COUNCIL

Other service providers

Change Grow Live

Berkshire Healthcare NHS
NHS Foundation Trust

hobbs rehabilitation
Neurological Specialists

Dorset HealthCare University NHS
NHS Foundation Trust

InHealth

Midlands Partnership NHS
NHS Foundation Trust
A Keele University Teaching Trust

PHL

Millbrook HEALTHCARE GROUP

Salus MEDICAL SERVICES

Practice Plus Group

South Central Ambulance Service NHS
NHS Foundation Trust

Solent Medical

Sciensus

Wessex Cancer Alliance NHS

University Hospitals Dorset NHS
NHS Foundation Trust

Other partners

Dorset Care Record dcr

Hampshire Care Association

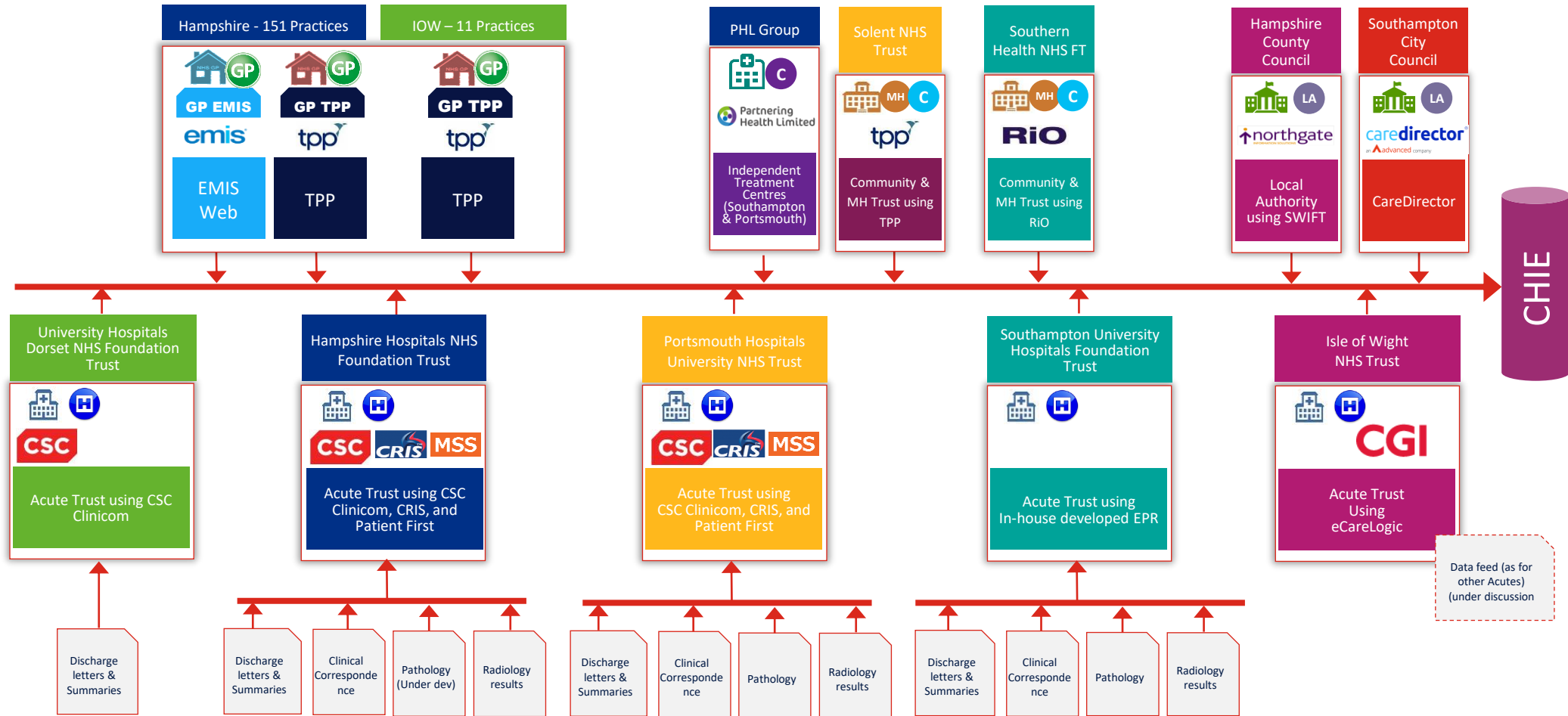CPSC Community Pharmacy South Central

ORION HEALTH

Wessex Academic Health Science Network

WESSEX Local Medical Committees
Incorporating Wessex LEaD

What data is in CHIE?

The Benefits

Wheel diagram showing the benefits:
- Making sure all HCPs involved know the full Medical history
- Improving safety & care through more informed decision making
- Understand involvement across services & organisations
- Reducing delays to treatment, e.g. by reducing need to repeat tests
- Better experience & outcomes for service users
- Quicker access to better information
- Service users only have to tell their story once

The Benefits (continued)

Hampshire and Isle of Wight

Particularly with older people, the patient would be more likely to end up in hospital without CHIE. It's a matter of patient safety.

OOH Doctor and GP

It's particularly useful for looking up non-monthly prescriptions and seeing when these were last taken. This is really important.

Pharmacist

The record has really helped me to plan more effective treatments as I have instant access to hospital and GP medication lists and test results. The big bonus for me is that I can now spend the time saved seeing more patients.

Physiotherapist

Delighted with the progress of this record sharing system. The solution fundamentally underpins the integration of services

Transformation Director

CHIE helps meet patient expectations, people are always saying, "but you've got my records already". It's great that we actually have.

Pharmacist

It's fantastic … particularly in the case of patients who hop from one hospital to another within the region allowing continuity of care, and minimising repeat investigations

Consultant in Elderly Medicine

The record is helping Pharmacy deliver speedier medicine reconciliation on the wards as it gives us visibility of not only hospital medication lists, but GP and Chemotherapy medication. When we are 'on-call' we can access this from home and make quicker responses to any request received from the wards

Pharmacist

The CHIE system has been extremely useful as an additional layer of information to support the current pre-admission process. The system is easy to navigate and having this information available to the home has helped us create continuity in the clinical support we can offer.

Manager, Care Home

So exciting…. works brilliantly

Ward Nurse

I use it more or less every time I see a patient

Consultant Geriatrician

It's really useful to look up people's drug history. Sometimes you see a patient hasn't had a prescription for six months so aren't taking their drugs as they should.

Deputy Medical Director

At weekends, its absolutely essential. I don't get to see half as many patients if I don't have access to their full medical history

Consultant in diabetes

When I am alerted that someone is coming in by ambulance, before they arrive at the ED I always check the computer and their records. It saves time, and the quicker I can act and start treating the patient, the better their prospects of recovery .

Consultant in Stroke Care

It is very simple to use and contains important relevant information. I would recommend signing up for this as we need to obtain as many resources as possible to do the best we can for our Residents

Manager, Care Home

My life is so much easier with it. My patients are from all over the South Coast so having access to their medication lists etc is great

Prostate Cancer Nurse Specialist

It *really is* user friendly

Community Team Leader

Utterly fantastic!

Learning Disability Nurse

How do I get access?

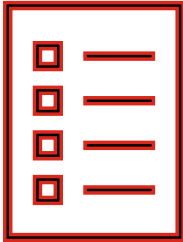New user access is set up according to job role and employing organisation

If you work for one of the following organisations, please contact your IT department/co-ordinator/Practice Manager to arrange access:

- Hampshire County Council
- Hampshire Hospitals NHS Foundation Trust
- GP Surgery
- IOW NHS Trust
- PHL Group
- Portsmouth Hospitals University NHS Trust
- SCAS
- Solent NHS Trust
- Southern Health NHS Foundation Trust
- Southampton City Council
- University Hospital Southampton NHS Foundation Trust

If you work for any other local organisation, please email info.chie@nhs.net for further guidance.

What user support material is available?

Access Guides

CHIE User Guide

How to search for a patient

How to use the Medicines Viewer

Overview

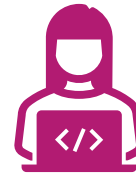# Useful links

 [Public facing website](#)

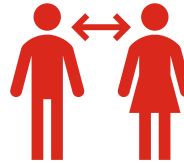 [Sign up to receive the CHIE Bulletin](#)

 [Read our FAQs](#)

Contacts

 [CHIE Service Desk](#)

 [Stakeholder Engagement](#)

 [Clinical Lead](#)

 [Send us your feedback](#)

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