

CareCentric V4

User interface updates for improved user experiences



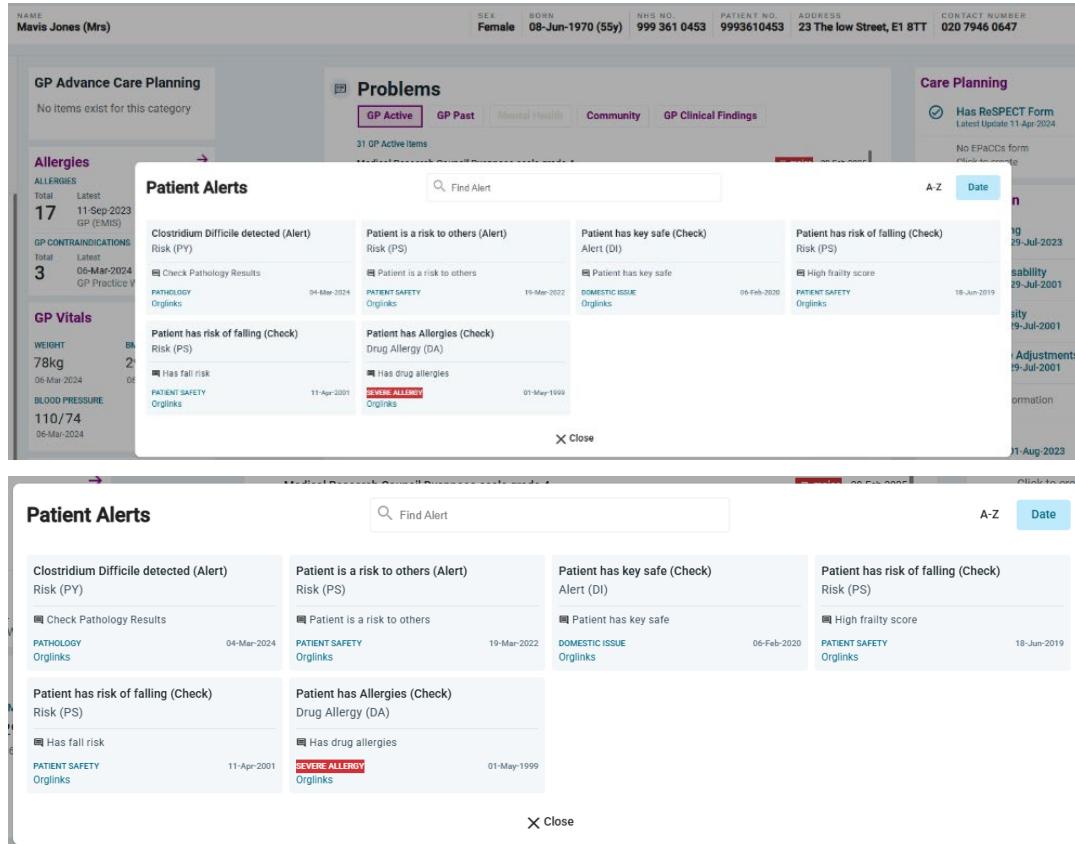
Disclaimer

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V4 Improvements Overview

- **Use of full screen estate:** Using more of the screen allows for more information to be presented reducing scrolling.
- Data items and values have been redesigned with **more consistent labelling** that *aids scan-ability* while also supporting a *deeper inspection*.
- An introduction of 'Hero items' on Summary Pages – important values that are presented early in the scroll to increase their salience and provide immediate context for the information below that supports them.
- Tabbed browsing enables categorisation of data items; this acts to reduce fatigue when viewing the increased amount of visible on screen and also supports the user's directed search for a particular data item or category
- A new Summary Page now presents a greater quantity and quality of data upfront, aiding user's decision via an invitation-to-browse
- The styling is designed to make **navigation easier to notice.**
 - Focus on the UI that uses organisation and division of the screen to direct focus
 - Colour is used as an indication of navigation
 - Use of markers and iconography to aid accessibility (so colour is not the only indicator of navigation).
 - The presentation of these links is far more consistent across the entire software, so there is less need on the user to discover it.

Patient Alerts



NAME: Mavis Jones (Mrs)

SEX: Female BORN: 09-Jun-1970 (55y) NHS NO: 999 361 0453 PATIENT NO: 9993610453 ADDRESS: 23 The low Street, E1 8TT CONTACT NUMBER: 020 7946 0647

GP Advance Care Planning
No items exist for this category

Allergies
Total: 17 Latest: 11-Sep-2023 GP (EMIS)

GP CONTRAINDICATIONS
Total: 3 Latest: 06-Mar-2024 GP Practice V

GP Vital Signs
WEIGHT: 78kg Latest: 06-Mar-2024 BLOOD PRESSURE: 110/74 Latest: 06-Mar-2024

Patient Alerts

Find Alert Date

Clostridium Difficile detected (Alert)
Risk (PY)
Check Pathology Results
PATHEOLOGY Orglinks

Patient is a risk to others (Alert)
Risk (PS)
Patient is a risk to others
PATIENT SAFETY Orglinks

Patient has key safe (Check)
Alert (DI)
Patient has key safe
PATIENT SAFETY Orglinks

Patient has risk of falling (Check)
Risk (PS)
Has fall risk
PATIENT SAFETY Orglinks

Patient has Allergies (Check)
Drug Allergy (DA)
Has drug allergies
SEVERE ALLERGY Orglinks

Patient has key safe (Check)
Alert (DI)
Patient has key safe
PATIENT SAFETY Orglinks

Patient has risk of falling (Check)
Risk (PS)
High frailty score
PATIENT SAFETY Orglinks

Patient has Allergies (Check)
Drug Allergy (DA)
Has drug allergies
SEVERE ALLERGY Orglinks

Patient has risk of falling (Check)
Risk (PS)
Has fall risk
PATIENT SAFETY Orglinks

Patient has Allergies (Check)
Drug Allergy (DA)
Has drug allergies
SEVERE ALLERGY Orglinks

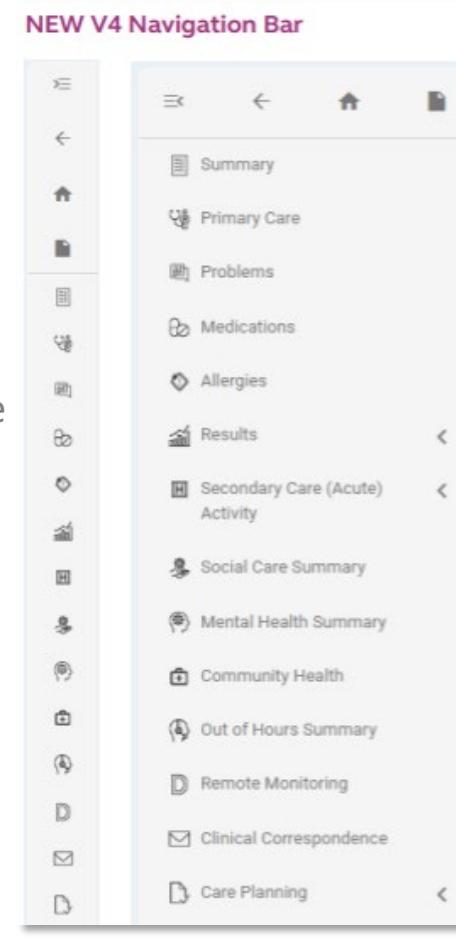
- One place for alerts so banners not cluttering up screen estate.
- Multiple alert banners on screen can cause alert fatigue and lead to users not noticing new or changed ones and also take up a lot of screen real estate.
- This also allows for the provision of more information and alerts while in the dedicated space that the banners navigate to, rather than having alerts fight for real estate with clinical information.
- Urgent alerts are also not hidden. The informational alerts have been compressed into one banner, while still presenting the urgent alerts in a distinct appearance, giving them greater salience.

New Horizontal Navigation Bar

One of the major improvements in V4 is the revamped navigation bar. Now located on the left-hand side of CareCentric this adheres to prominent design standards to enhance ease of use.

- Allows users to quickly access the page required.
- Takes up less space than before as the navigation bar is now collapsible allowing more use of screen space to display as much patient information as possible.
- The sidebar can be expanded on hover or via button press to allow the full experience.
- Related elements can also be grouped. This simultaneously allows finding co-related items easier as well as making irrelevant items easier to ignore.
- As a result, there is a reduced cognitive load while also having access to far more navigation options.

NEW V4 Navigation Bar



Snippet from pocket guide

The new navigation bar is horizontal at the left side of the screen.

Just as with V3, click the icon to open that section of the care record.

Users can scroll up and down this menu.

Clicking the menu icon will expand the menu showing users the names of the sections

Clicking the home icon will take the user directly to the summary page.

Clicking the backward button will take the user back one page.

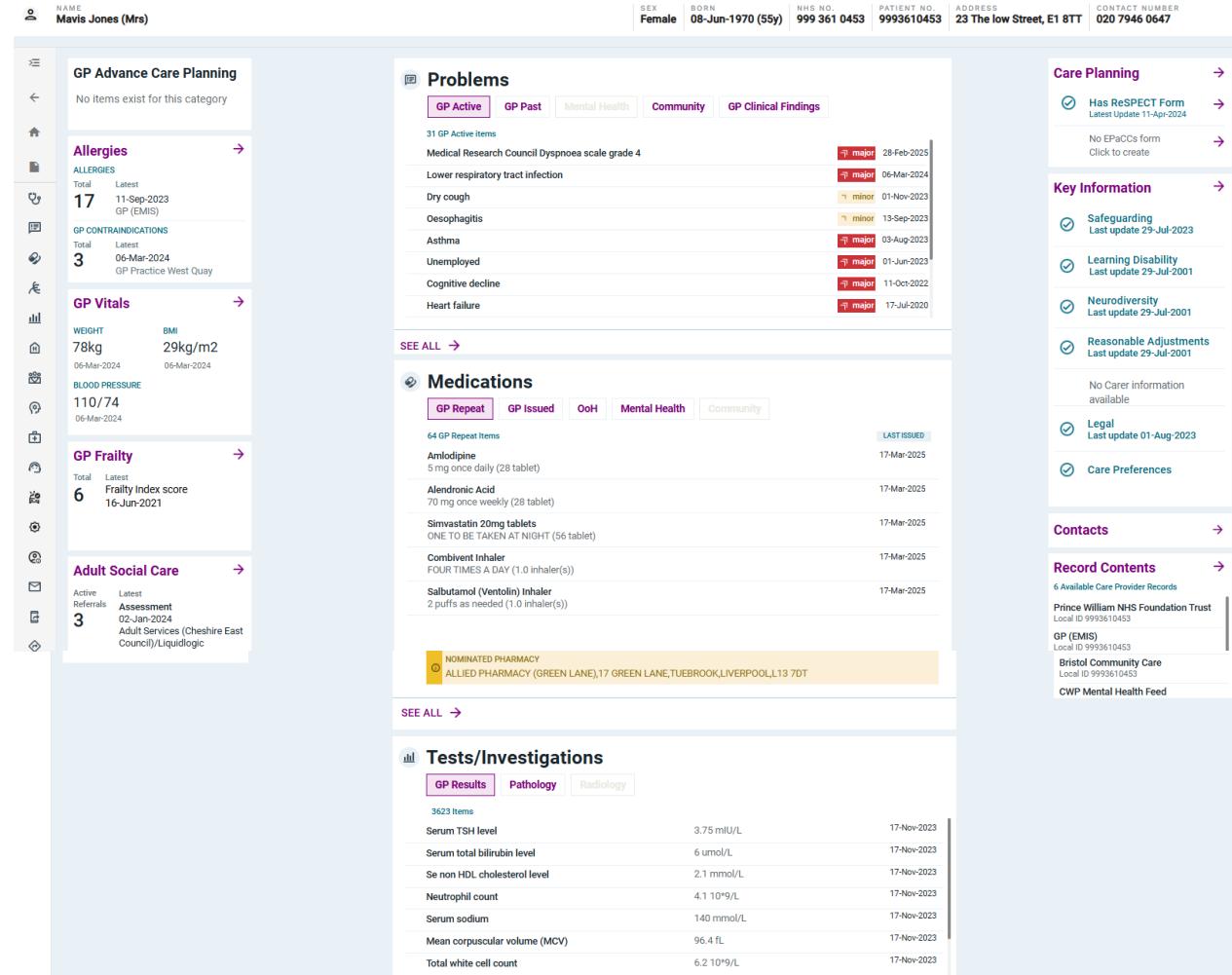
Chevrons: Clicking any chevrons will open a small menu of other items which can be selected. For example, Care Planning will open a list of all the Care Plans users have access to.

New Summary Page

The summary page is entirely new to v4.

This new page provides users with a modern aesthetic, aimed at enhancing user experience while optimising the utilisation of Graphnet's shared care record.

- The new Summary Page (landing page) presents information at-a-glance so for some use cases there needs to be no further navigation.
- Summarised info alongside additions to the UI like tagging new items act to encourage the user to browse areas of relevance.
- The combination of medications and problems views to centralise that information across multiple sources, rather than requiring the user having to navigate between those regions of the software delivers a more user friendly experience.
- Larger forms and screens use visible tabs, anchors or content lists to allow for easy within-screen navigation, and cross-links to navigate between co-related items are provided, without the user needing to leave the current depth of the navigation.



The screenshot displays the Graphnet Summary Page for a patient named Mavis Jones (Mrs). The top header shows basic patient details: SEX Female, BORN 08-Jun-1970 (55y), NHS NO 999 361 0453, PATIENT NO 9993610453, ADDRESS 23 The Low Street, E1 8TT, and CONTACT NUMBER 020 7946 0647.

The page is organized into several sections:

- GP Advance Care Planning:** Shows 'No items exist for this category'.
- Allergies:** Lists 17 items, including 'Allergies' (Total: 17, Latest: 11-Sep-2023, GP (EMIS)) and 'GP CONTRAINDICATIONS' (Total: 3, Latest: 06-Mar-2024, GP Practice West Quay).
- GP Vitals:** Displays weight (78kg, 06-Mar-2024), BMI (29kg/m², 06-Mar-2024), and blood pressure (110/74, 06-Mar-2024).
- GP Frailty:** Shows a Frailty Index score of 6 (Latest: 16-Jun-2021).
- Adult Social Care:** Lists 3 active referrals, the latest being 'Assessment' on 02-Jan-2024, provided by 'Adult Services (Cheshire East Council)/Liquidlogic'.
- Problems:** A table showing 31 active items, such as 'Medical Research Council Dyspnoea scale grade 4' (severity: major, date: 29-Feb-2025) and 'Lower respiratory tract infection' (severity: major, date: 06-Mar-2024).
- Medications:** A table showing 64 repeat items, including 'Amlodipine' (5 mg once daily (28 tablet)), 'Alendronic Acid' (70 mg once weekly (28 tablet)), 'Simvastatin 20mg tablets' (ONE TO BE TAKEN AT NIGHT (56 tablet)), 'Combivent Inhaler' (FOUR TIMES A DAY (1.0 inhaler(s))), and 'Salbutamol (Ventolin) Inhaler' (2 puffs as needed (1.0 inhaler(s))).
- Tests/Investigations:** A table showing 3623 items, including lab results like 'Serum TSH level' (3.75 mIU/L), 'Serum total bilirubin level' (6 umol/L), 'Se non HDL cholesterol level' (2.1 mmol/L), 'Neutrophil count' (4.1 10⁹/L), 'Serum sodium' (140 mmol/L), 'Mean corpuscular volume (MCV)' (96.4 fL), and 'Total white cell count' (6.2 10⁹/L).
- Care Planning:** Shows 'Has RESPECT Form' (Latest Update 11-Apr-2024) and 'No EPCCs form' (Click to create).
- Key Information:** Lists 'Safeguarding' (Last update 29-Jul-2023), 'Learning Disability' (Last update 29-Jul-2001), 'Neurodiversity' (Last update 29-Jul-2001), 'Reasonable Adjustments' (Last update 29-Jul-2001), 'No Carer information available', 'Legal' (Last update 01-Aug-2023), and 'Care Preferences'.
- Contacts:** Shows 'Prince William NHS Foundation Trust' (Local ID 9993610453), 'GP (EMIS)' (Local ID 9993610453), 'Bristol Community Care' (Local ID 9993610453), and 'CWP Mental Health Feed'.
- Record Contents:** Shows '6 Available Care Provider Records' for 'Allied Pharmacy (Green Lane), 17 Green Lane, Tuebrook, Liverpool, L13 7DT'.

New Tiles (Medications Tile example)

V3

Repeat Medications				
Date:	Medication:	Last Issued:	Quantity:	Dosage:
↓ Date Sort <input type="button" value="Apply Sort/Filter"/>				
25-Mar-2024	Furosemide 40mg tablets	22-May-2025	36 tablets	One tablet to be taken daily with food
06-Nov-2023	Simvastatin 10 mg tablets	15-May-2025	28 tablets	One tablet to be taken daily
30-Oct-2014	Warfarin 2mg	11-Jan-2019	96 tablets	One tablet to be taken daily
30-Oct-2014	Dilantin 300mg	27-Jan-2016	96 tablets	One tablet to be taken with food daily
10-Oct-2014	Aspirin 150mg	27-Jan-2015	36 tablets	One tablet to be taken at night

Snippet from pocket guide

Problems

- GP Active
- GP Past**
- Mental Health
- More -
- Community
- Community & MH
- GP Clinical Findings

67 GP Past Items

Accidental fall

O/E - coarse crepitations

To facilitate quicker and easier access to information, users can select their preferred data source to view relevant information. For example, to see Past GP Problems, user can click 'GP Past' to see the past problems. User can also select the other sources shown, as long as they are present. If they aren't, then the button will be greyed out.

V4

Medications

- GP Repeat
- GP Issued**
- OoH
- Mental Health
- Community

64 GP Repeat Items

	LAST ISSUED
NEW Amlodipine 5 mg once daily (28 tablet)	17-Mar-2025
NEW Alendronic Acid 70 mg once weekly (28 tablet)	17-Mar-2025
NEW Simvastatin 20mg tablets ONE TO BE TAKEN AT NIGHT (56 tablet)	17-Mar-2025
NEW Combivent Inhaler FOUR TIMES A DAY (1.0 inhaler(s))	17-Mar-2025
NEW Salbutamol (Ventolin) Inhaler 2 puffs as needed (1.0 inhaler(s))	17-Mar-2025

NOMINATED PHARMACY
ALLIED PHARMACY (GREEN LANE),17 GREEN LANE,TUEBROOK,LIVERPOOL,L13 7DT

[SEE ALL →](#)

- New tabbing system allows accessing of information by feed quicker.
- The same information is displayed in clear fashion with other relevant information shown (such as nominated pharmacy in this example).

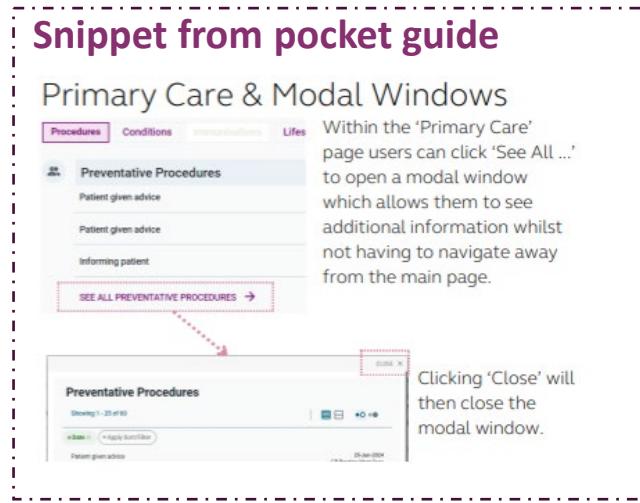
New Summary Views (Social Care Summary Example)

- The new v4 organisational summary view displays a variety of data from the shared care record, outlined in a single page.
- It displays the latest patient information upfront and allows users to navigate different areas that are organised into logical groups.
- Modal windows and presentations are used to prevent hard navigation. If more context, or historical information is needed, this can be provided to users without navigating away from the current screen or task.
- Source summary pages (e.g. primary care) present information at a level earlier in the navigation than in V3, meaning that further deep navigation is no longer relevant unless users are interested in more historical information.
- V4 also highlights certain information, emphasising important patient data.

Snippet from pocket guide

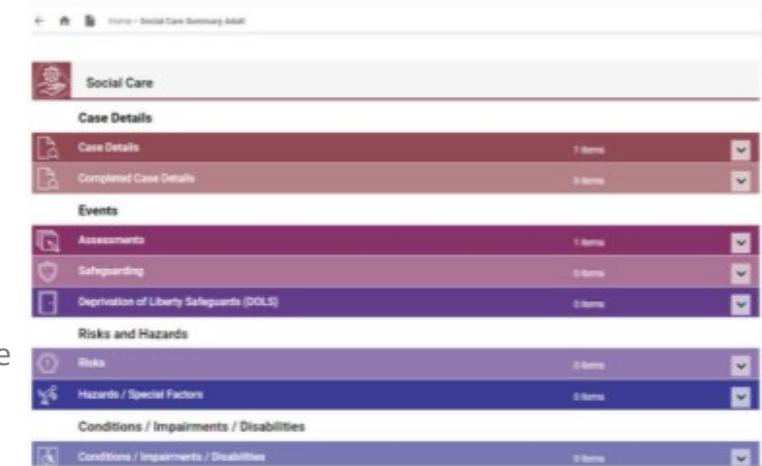
Primary Care & Modal Windows

Within the 'Primary Care' page users can click 'See All ...' to open a modal window which allows them to see additional information whilst not having to navigate away from the main page.



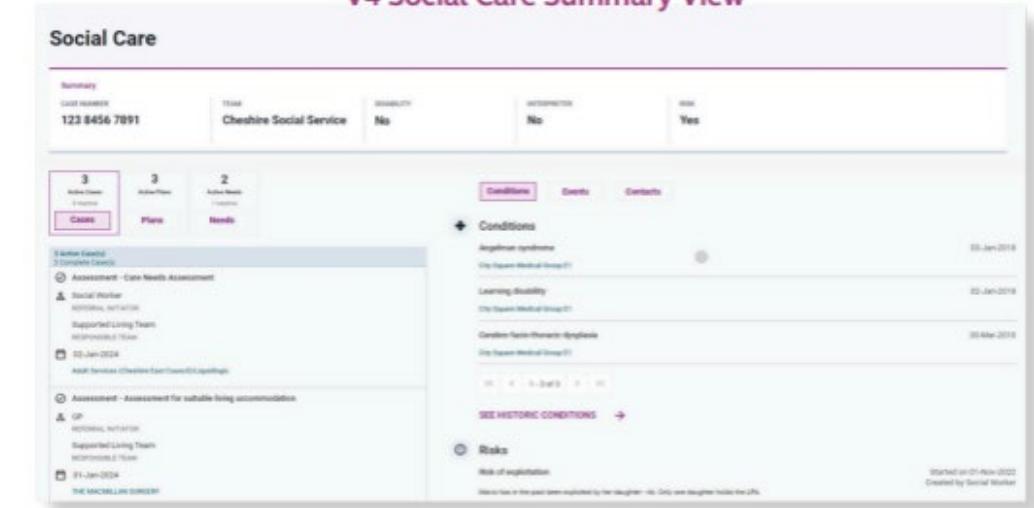
Clicking 'Close' will then close the modal window.

V3 Social Care Summary View



The V3 Social Care Summary View is a grid-based interface. The columns are: Case Details, Events, Risks and Hazards, and Conditions / Impairments / Disabilities. Each column contains a list of items with checkboxes. For example, under 'Case Details', there are 'Case Details' and 'Completed Case Details' items. Under 'Events', there are 'Assessments', 'Safeguarding', and 'Deprivation of Liberty Safeguards (DOLS)' items. Under 'Risks and Hazards', there are 'Risks' and 'Hazards / Special Factors' items. Under 'Conditions / Impairments / Disabilities', there are 'Conditions / Impairments / Disabilities' items.

V4 Social Care Summary View



The V4 Social Care Summary View is a more modern, card-based interface. It includes a summary section with patient details (Case Number: 123 8456 7891, Title: Cheshire Social Service, Disability: No, etc.), a 'Conditions' section (highlighting 'Angerline syndrome' and 'Learning disability'), an 'Events' section (listing 'Assessment - Care Needs Assessment' and 'Assessment - Assessment for suitable living accommodation'), a 'Contacts' section, and a 'Conditions' section (listing 'Assessment - Care Needs Assessment' and 'Assessment - Assessment for suitable living accommodation'). The interface also includes a 'SEE HISTORIC CONDITIONS' button and a 'Risks' section.

Integrated Care and Supporting Planning (ICSP)

V3

Integrated Care and Support Planning

Contacts Form Has Main Carer: No Care Coordinator / Lead Professional Recorded: No
Carer for Others: Other Personal and/or Professional Contacts Recorded: No [Click to Edit & Add >>](#)

About Me Last Updated: PHR Last Updated: Mavis has not entered any data in the PHR Click to View / Edit / Add >>	Lifestyle & Environment Smoker: Alcohol: Units per week Click to View / Edit / Add >>	Care & Support Plan Click to Start >>	Contingency Plan Click to Start >>	End of Life (EPaCCS) Click to Start >>
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RoSPECT
Recommended Summary Plan for Emergency Care and Treatment
Completed: 11-Apr-2024
Last Updated: 11-Apr-2024
[Click to View / Edit / Add >>](#)

MDT Meetings [Click to View / Edit / Add >>](#)

Care Planning: Supporting Documents [Click to Start >>](#)

Heart Failure Created: 09-Mar-2024 Last updated: 09-Mar-2024 Click to View / Edit / Add >>	Frailty Last Assessed: 28-Mar-24 Areas of Concern: Weight Loss, Falls, Weakness Click to View / Edit / Add >>	Dementia Click to Start >>
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V4

Integrated Care and Support Planning

Contacts Form Has Main Carer: No Care Coordinator / Lead Professional Recorded: No
Carer for Others: Other Personal and/or Professional Contacts Recorded: No [Click to Edit & Add >>](#)

About Me Last Updated: 11-Mar-2024 PHR Last Updated: Mavis has not entered any data in the PHR Click to View / Edit / Add >>	Lifestyle & Environment Smoker: Alcohol: Units per week Click to View / Edit / Add >>	Care & Support Plan Click to Start >>	Contingency Plan Click to Start >>	End of Life (EPaCCS) Click to Start >>
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Care Planning: Supporting Documents [Click to Start >>](#)

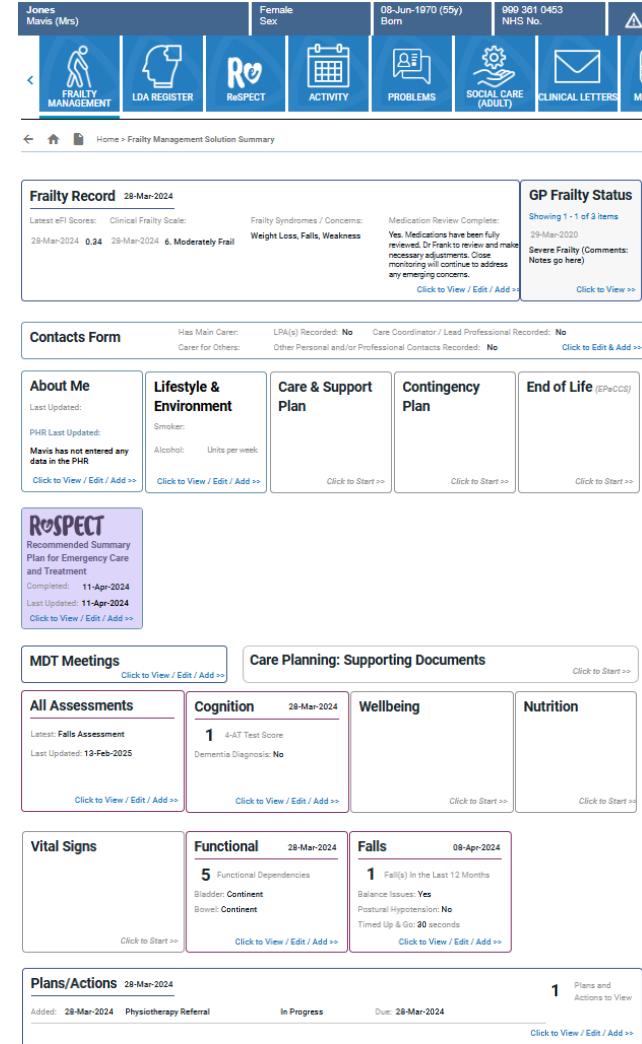
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- No changes. V3 presents as V4.

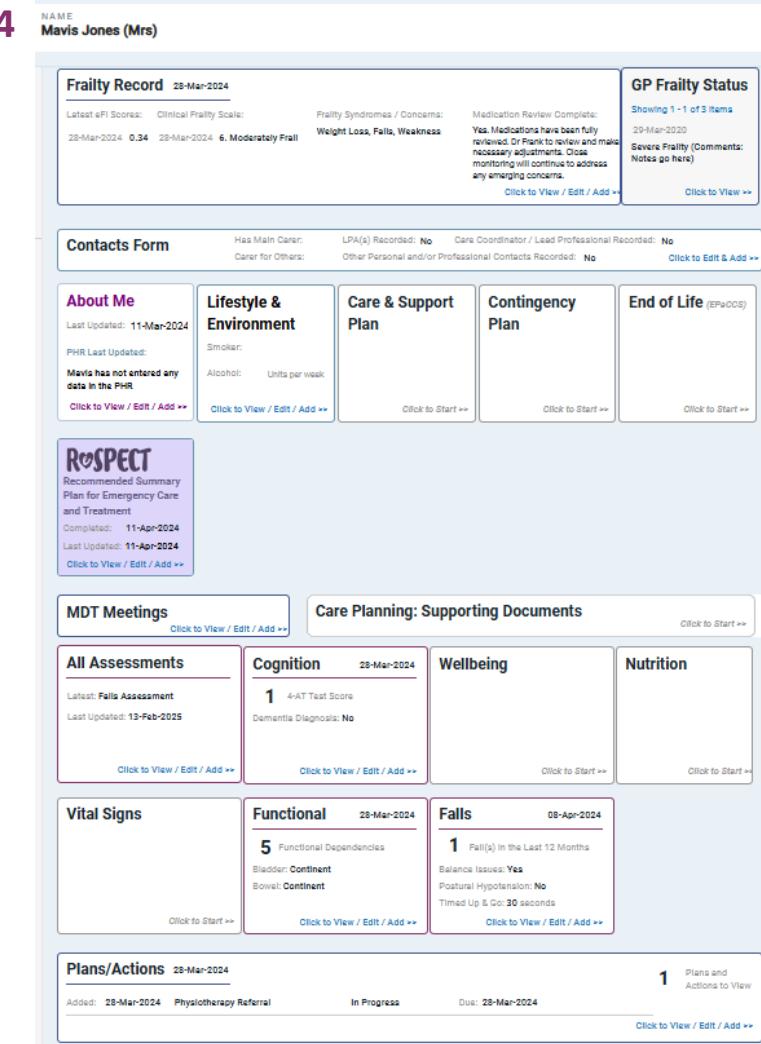
eForms – Frailty Example

- No changes. V3 presents as V4.

V3



V4



Thank you.