e-nursing ○—○—○

Welcome to the fifth edition of nursing e-newsletter. The aim of our newsletter is to keep everyone engaged and updated with progress in relation to the standardisation and **digitisation of nursing documentation**, and the new Welsh Nursing Care Record (hospital) application.

Introduction

The Welsh Nursing Care Record (WNCR) has now reached another milestone after being successfully piloted across secondary care in Wales. These pilots have provided valuable nursing feedback to inform changes to enhance and optimise the WNCR to make it more user friendly ready for national implementation.

Pilots were carried out in:

- Aneurin Bevan University Health Board

- Betsi Cadwaladr University Health Board

- Cardiff And Vale University Health Board

- Cwm Taf Bro Morgannwg University Health Board

- Hywel Dda University Health Board

- Powys Teaching Health Board

- Swansea Bay University Health Board

Although Velindre were unable to participate in the pilot, they have been involved in the development of WNCR as well as supporting other pilots.

Whilst Betsi Cadwaladr University Health board, Cwm Taf Bro Morgannwg University Health Board and Powys Teaching Health Board all participated in these pilots, these were reduced due to the escalating COVID-19 pandemic.

Message from Chief Nursing Officer, Prof Jean White

"The recent Covid-19 pandemic has highlighted to everyone the importance of embracing the advantages that digital technology has to offer. Progress on adopting new ways of working in health and social care, supported by various digital products, was spurred on by need and we must ensure the progress thus made continues to be built on. This adoption of new ways of working had already begun in nursing prior to the pandemic sweeping the World. I am very grateful to everyone involved in the pilots of the Welsh Nursing Care record, who gave of their time to test out the practicalities of a new digital record keeping system. The national standardisation and digitisation of nursing records across NHS Wales offers us many benefits and we remain committed to ensuring this programme of work is delivered. Thank you all for everything you have done in recent months and let us look forward to a brighter future."

Message from Senior Responsible Officer, Claire Bevan

"As the Senior Responsible Officer for the Digitisation of Nursing Documentation programme I would like to express my personal gratitude to all colleagues who have been involved with designing, testing and the development of the WNCR, listening to feedback from nurses and the multi professional specialist groups and individuals involved with the WNCR in its development. Thank you to all the ward staff in each Health Board for embracing the "go live" pilots and to the technical informatics teams and project team members for the training, preparation and support before, during and after the pilot phase"

What are nurses saying?

We recently managed to catch up with some of the nurses who have been involved in the Welsh Nursing Care Record pilot. Feedback has been both positive and encouraging for the future development of the digital record.

Jini Francis who is a staff nurse on a medical ward in Powys, said that the system was easy to use and the information is quick to fill in and that she and her four other colleagues on the ward spent less time doing paperwork as a result.

Deputy Ward Manager, Adrienne Ryan of Cardiff and Vale added further positive feedback by saying how the system replaced *"end of bed"* paper based care records, as well as their admission booklet. Whilst she said she and many of her staff had found it easy to use, she did mention that some of her older staff may have found the technology more challenging. The ward created posters and displayed them on the walls to ensure patients knew the pilot was happening, and *"no negative responses"* were given and that patients were very accepting. The format of the digital admissions booklet was then mirrored in their own paper based booklet when the pilot finished, to streamline the transition when the WNCR is fully implemented.

Melissa Hewlett, a ward manager in Betsi Cadwaladr expressed how well prepared and trained her and her staff were prior to the pilot, and that they were *"very well supported by the team"* throughout. Melissa added, *"moving forward, I think the digital nursing forms are going to be very useful for nursing staff and will speed up the admission and risk assessment process. It will ensure that all the relevant documents are completed as they should be on admission, as the document cannot be finalised unless all completed. They will also provide staff with a good prompt for referrals for patients."*

Another ward manager within the BCU Health Board said how her staff actually missed the Welsh Nursing Care Record after the pilot ended. Awi Hughes, of Wrexham Maelor Hospital further added that whilst method of adding patients was quite lengthy, the layout of the admission document was easy to read and understand, rather than someone's poor handwriting. *"The more times you admitted the patients, the easier it became and the quicker you got!"*

All the nurses that we spoke to said they would have personally continued using the digital system and were encouraged by their first experiences of it.

Pilot Feedback

In February and March 2020, WNCR went live in hospital wards across seven health boards in Wales, with 250 users taking the opportunity to be the first to pilot this new national application. During the pilot, nurses completed over 2800 digital assessments using WNCR, which were made available to Welsh Clinical Portal* (WCP) digital patient record users across Wales following the patient's discharge from hospital. This allowed the information to follow the patient wherever care was provided in Wales.

The project team engaged with users via digital surveys and focus groups and carried out reviews of the application and patient data to evaluate the pilot implementations. Feedback was positive with 67% (27/43 respondents) of users strongly agreeing or agreeing that they preferred using WNCR digital nursing forms over paper, with users stating, 'easier to use', 'quicker to complete', 'less duplication' and 'more accessible' as reasons for the preference.

Part of the feedback involved looking at areas for improvement and suggested enhancements to further improve the user experience. As a result of this feedback the following enhancements have been requested, and are planned for upcoming releases in November '20 and March '21

- Re-using patient measurements recorded across the form to reduce unnecessary data entry duplication.

- Ability to view audit data by each section of the nursing record.

- Striking through text which has been removed or deleted.

- Introducing a 'Nurse Reports' section to record nursing notes.

- Reviewing the national Adult Inpatient Assessment (AIA) and risk assessment questions including how they are formatted to capture data.

- Introducing a notification feature in the patient list view, to notify users when action needs be taken e.g. patient risk assessment due.

- Revising the Patient Demographics section to improve user experience.

- The ability for multiple users to view and edit the nursing assessments simultaneously.

- Reaffirmed the need for a technical business continuity solution to provide access to WNCR assessments should WNCR become unavailable.

Implementation dates of New documents

Due to the recent COVID pandemic, the implementation date for the following documents has been extended until December 31st 2020 :

- Adult Inpatient Assessment

- Nutrition risk assessment

- Continence risk assessment

- Manual Handling risk assessment

- Falls risk assessment

- Skin risk assessment

- Pain Assessment

Your local health board teams will keep you informed as to process of local implementation.

National Groups Feedback

Work has been carried out on standardisation. Here the All Wales groups give feedback on the work, and what it has meant to them:

FALLS GROUP: *"Interpreting and presenting the evidence base to develop a proportionate approach to assessment and appropriate intervention supports the staff to support the patient and in doing so enhances practice and improves patient care"* Dr Denise Shanahan - Consultant Nurse Older Vulnerable Adults Covid-19 testing results team, Cardiff & Vale University Health Board.

NUTRITIONAL GROUP: *"Agreeing and implementing one nutrition screening tool (WAASP) for adult in-patients as part of the national digitisation of nursing documentation across NHS Wales has been a really positive experience; this was achieved through great teamwork across nursing and dietetics - bringing together significant expertise and experience with a common goal. This led onto the development of the E learning programme and has paved the way for the next phase which is reviewing the Food Record Chart. The learning for me is to invite lots of check and challenge as the work evolves and ensure there is good operational team involvement because they know what works well and where improvement is needed"* Karen Thomas, Hywel Dda UHB – Joint Head of dietetics / Ceredigion therapy representative.

MANUAL HANDLING GROUP: *"When the All Wales Manual Handling Group were asked to advise on the digitisation of nursing documents for Wales, we all saw this as a great opportunity to update and improve on our existing guidelines and risk assessment forms. Importantly this project also met one of the All Wales key objectives which is to standardise manual handling training, its related documents and systems to facilitate seamless transition of Welsh NHS staff as they move between our different NHS organisations. This standardisation eliminates the need to duplicate time consuming and costly induction training on appointment, making the Welsh NHS more efficient and helping to improve patient safety. With this particular e-nursing documentation project we saw the potential that staff could also continue to work with the same documentation reducing human error.*

We formed a working group to critically analyse our existing All Wales Manual Handling guidelines and also review

the other different risk assessment documents used across Wales. At this time some of us were using quite different documents, some hadn't changed for many years, whilst others had broadly similar documents.

The process of working with the Project team meant that once the All Wales group submitted our first draft, it was swiftly tested across Wales with the E-nursing documentation leads. Feedback was both supportive and challenging, but this feedback focused us into creating a new simple and more efficient document to meet the different organisations needs within the NHS in Wales." Martin Thomas, Strategic manual handling advisor, Swansea Bay UHB.

TISSUE VIABILITY GROUP: *"The standardisation work has been extremely valuable yet challenging to us as an All Wales Group, as a new risk assessment was being introduced across Wales as well as the digitalisation aspect. I think we were all quite nervous about how it would be received by staff but have been pleasantly surprised by the reaction. It has helped that in Cardiff our Nursing informatics lead was very communicative and kept us in the loop. Communication was good between us and project team and our requests for change within the digital forms were always taken on board. It has been exciting being part of such a big change in practice and I think generally we have tried to see it as a positive step. There were of course some niggles at the beginning of the journey, this I think was to do with not knowing what was expected of us upon roll out of the new tool with a daunting prospect of being completely responsible for its success or failure. In addition we were able to standardise and enhance the e-learning for purpose T which can be accessed via [this link](#) and will also provide a certificate on completion as supporting evidence for CPD."* Christina Harris, Cardiff and Vale UHB, Wound Healing.

Future Plan

Since April, we have been making changes to improve the Welsh Nursing Care Record ready for the National roll out release from November 2020.

Alongside these changes, we have also identified and started work on the next phase of documents to be introduced and standardised including:

Bristol Stool Chart	Decision Support Tool
Mouthcare Assessment	Urinary Catheters/ Care Bundles
Infection Prevention Risk Assessment	IV Access / Care Bundle
	Sepsis 6
Discharge Planning	Care Plans
Repositioning Chart	Meds and Property Disclaimer
Wound Care	End of Life
Food Chart	Fluid Balance Chart
All Wales Frailty tool	

Connections have been made with national groups to determine the standardised assessments and these will be published once approved by the Chief Nursing Officer and the All Wales Directors of Nursing via the issue of a Welsh Health Circular.

Nursing Times Award - WNCR Shortlisted!

Congratulations to all the nurses and team members involved in the WNCR project – the outstanding efforts of everyone has been recognised by the Nursing Times Awards, and shortlisted in the Technology and Data category. Fran Beadle, All Wales Informatics Lead for Nursing, said *"It's been a fantastic team effort by everyone. I've been so impressed in the way everyone has come together and placed patients at the center to improve nursing care processes".* The winners will be announced in November 2020.

As a programme we are pleased to announce Welsh Government has been able to support further funding until March 2022 that will enable more documents to be developed and for WNCR to be implemented across Wales.

If you would like any further information on the programme of work please contact the National Clinical Informatics Lead (Nursing), Fran Beadle by emailing frances.beadle@wales.nhs.uk