



Professional
Record
Standards
Body



Joining it all up

Lorraine Foley, CEO
20 September 2022



A watershed year

80 members
up 25%

>1M
Front-line staff

42

Suppliers in our
Standards
Partnership
Scheme

1st

Supplier conformant
with Core Information
Standard



14

Social care
members,
9 new this year



State of the art
standards for
personalised
care



England

4-year contract
secures our role
as standards
authority

5K+

contributors
to workshops and
consultations



Academy of Medical
Royal Colleges (&
Faculties) Scotland
and Wales



Our vision for the future



People can easily access, use and update their records and are enabled to self-manage their own care



Standards are in widespread use across UK

Truly integrated care is the norm



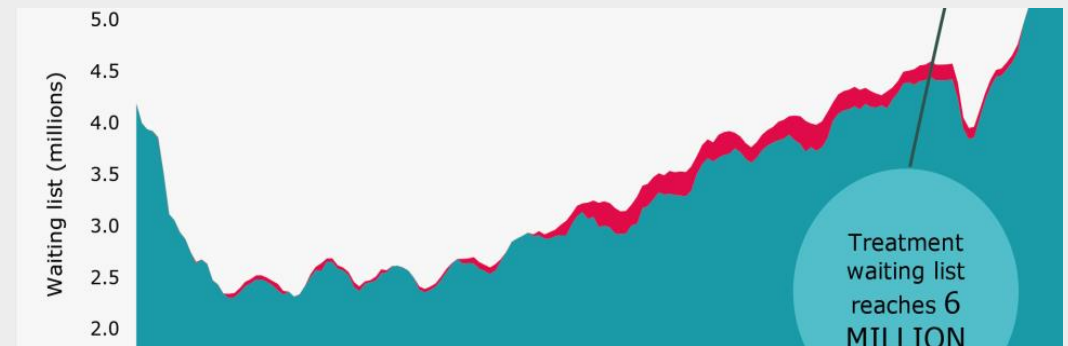
Standards that enhance the work experience of front-line staff, helping them to deliver better care



Data is Care

In times of great change and challenge in health and care

- Context could not be more challenging - backlogs, exhausted staff, increasing demand, system and societal challenges/uncertainty
- How can we ensure digital solutions and the standards that underpin them are part of the solution rather than adding to the problem?
- Delivered well, standards and digital solutions are part of the answer.
- We must focus on the right things, done well or we may worsen a difficult situation



A powerful coalition – joining up people



A powerful coalition – joining up people

100

Providers of Independent Healthcare

14

Social care organisations

1000

System software Suppliers

200+

Groups representing people/carers

331

Local Authorities

77%

Members have UK remit



Joining up social care

Equal consideration of social care is a founding principle for PRSB - There is no integrated care without social care

1.5 million



Adults have unmet social care needs and many end up in hospital for lack of community care
Better integrated care could help save up to 3 million A&E visits

(Source: NHS England)

12-15%

Residential and nursing
home care providers



36%

Home care
providers

Don't receive proper
information to support
care

(Source: CQC)



“Without a doubt, digital transformation is essential to creating an integrated system people can depend upon when they need it most.”

Lyn Romeo, Chief Social Worker (England)

Joining up social care



Key board appointment representing social care

CLAIRE SUTTON RN

Non-Executive Director, PRSB



Many of our membership organisations support those working in social care settings. We also have 24 social care system suppliers signed up to the Standards Partnership Scheme.

- **Local Government Association**
- **Associated Retirement Community Operators**
- **Association for Real Change**
- **Association of Directors of Adult Social Services**
- **Association of Directors of Children's Social Services**
- **Association of Mental Health Providers**
- **British Geriatrics Society**
- **Care England**
- **Care Provider Alliance**
- **Care Software Providers Association (CASPA)**
- **Community Practitioners and Health Visitors Association**
- **Homecare Association**
- **Allied Health Professionals Federation**
- **National Care Association**
- **National Care Forum**
- **Royal College of Nursing**
- **Royal College of Occupational Therapists**
- **Shared Care Records Local Government Network**

Making a difference



“One particular care home told us that when a resident was transferred to hospital, the hospital rang them to tell them they’d received the most comprehensive patient information they’d ever seen.

As a software supplier, it is easy to feel removed from the impact of what we do but these stories are a touching reminder of the critical role we can play in improving end-to-end care.”

ANDREW COLES

CEO, Person Centred Software on why they implemented the ‘About Me’ standard



**Person
Centred
Software**

PRSB standards development in 21/22

Developed with
UK wide support



Standards products

Shared decision making: supporting people to have choice and control of their care and treatment options, recorded in their records

Social prescribing: supporting people's health and wellbeing needs and enabling connection to local community and voluntary services.

Diabetes: supporting 4.8 million people living with diabetes that will enable key information about a person to be shared, including self-reported data for improving self-care and management.

Nursing: improving quality and safety of care in key nurse-led areas, including care planning. It will reflect best practice and standardise documentation across different nursing settings.

Palliative and end of life care: supporting the 0.5m p.a. to ensure their wishes and preferences for care are identified and acted upon at end of life.

Staff passports: improving efficiency and effectiveness of the work force by providing key information to enable their safe and rapid transfer between employers and settings.

111 referral: capturing information through 111 to enable rapid and effective direction to the most appropriate service and sharing of relevant information and updating General Practice.

Pharmacy, optometry, dentistry, ambulance and community services (PODAC): extending the use of the Core Information Standard to these care settings.

Wound care: supporting the prevention, assessment, and management of wounds affecting so that 2M people per year experience less pain, faster healing with fewer recurrences of wounds.

Anaesthetic chart and peri-operative care: collecting key information from anaesthetic charts to enable better pre and post operative care.

Veterans' healthcare: ensuring veterans are identified in records and can receive appropriate care and support.

Joining up care through person-centred standards

Existing standards - the foundations

- Personalised care and support plan
- About Me standard
- Core Information Standard for shared care records



A full
house of
person-
centred
standards

New standards – building on and filling in the gaps

- **Shared decision making standard**
Greater choice and control for people, reduces emergency admissions and waiting lists.
- **Social prescribing standard**
Supporting 2.5 million people UK-wide who live with long-term conditions, mental health problems and social isolation.
- **Palliative and end of life care information standard**
60% of people still receive end of life care at hospital but three in four want to die at home.



Addressing key challenges

- 4.8 million people live with diabetes and this is set to grow
- Long term conditions affect 15 million people and account for 70% of health spending

Developing standards for long term conditions

- PRSB's first standards for long term conditions
- Same approach for other long-term conditions
- A model project planning for widescale adoption from day 1

Two standards for diabetes management

Diabetes self-management data standard

Information collected at home and shared with care professionals



Diabetes information record standard

Information to be shared across the system



Continuous improvement

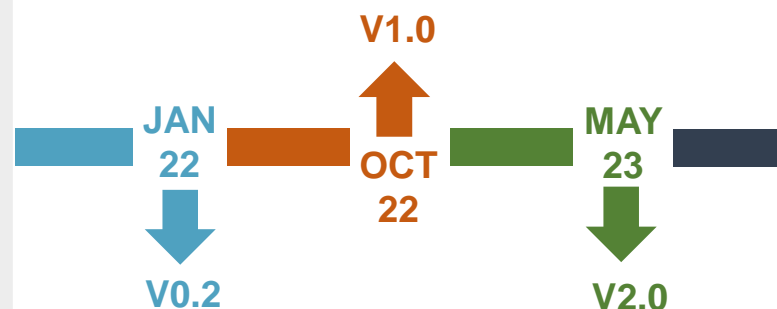


JSON

HTML

Excel

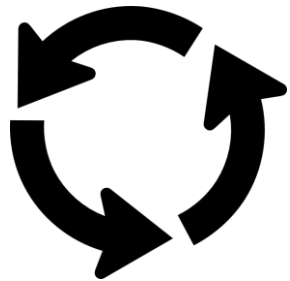
RELEASE MANAGEMENT



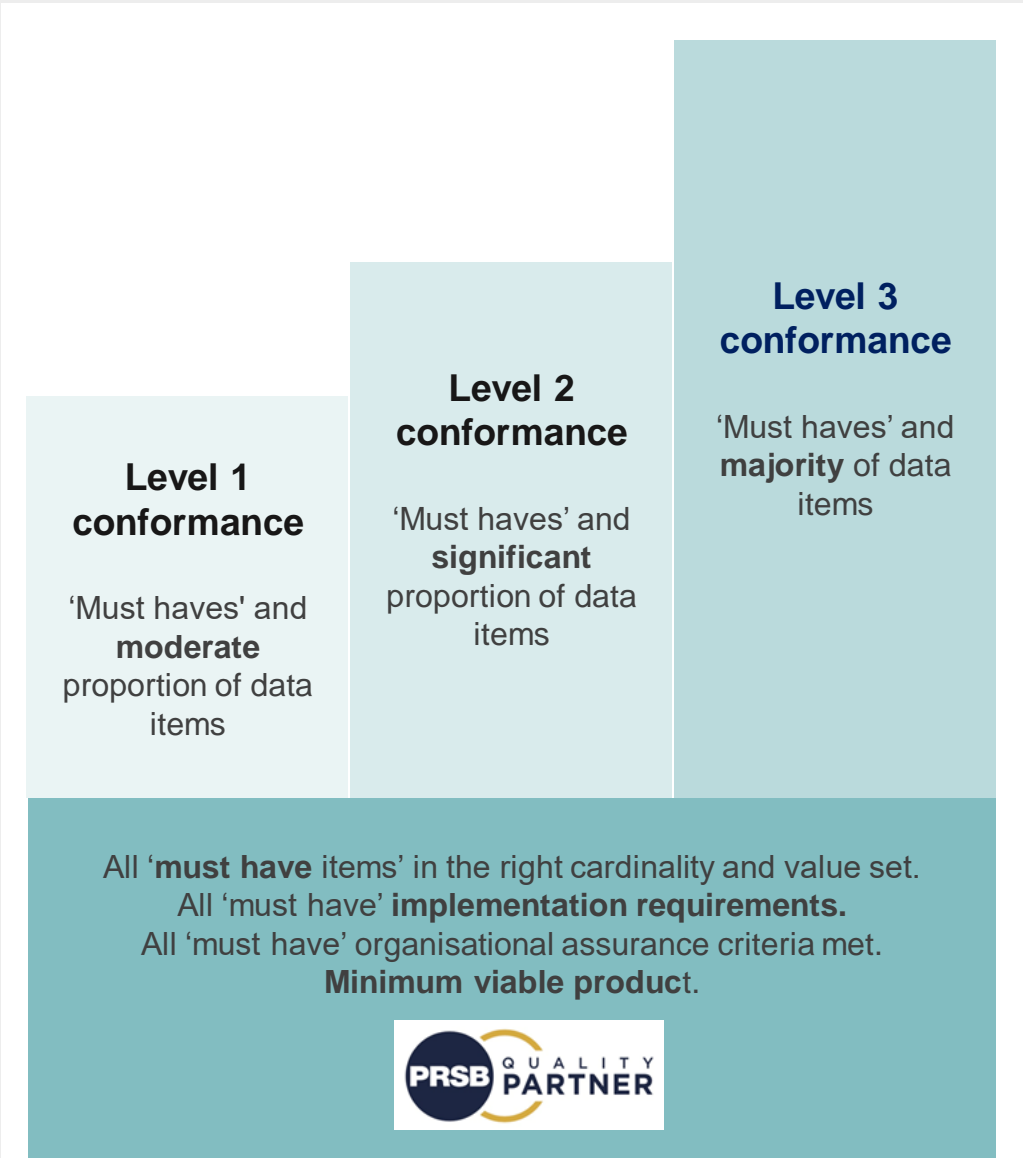
Maintaining and improving our suite of standards

- Surge in demand for support – from suppliers, from implementers, from users
- Strengthening the product and our management processes
 - ✓ Forward view of releases and planned upgrades
 - ✓ Making standards more manageable and consistent
 - ✓ Standards published in multiple formats, human and machine readable
 - ✓ Working with FHIR and openEHR

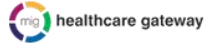
Getting standards into use – The Standards Partnership Scheme



Collaborative
and iterative
process



Our partners (UK and International)



What people are saying

“There’s nowhere better to ensure commonality between providers and systems than at the point that a patient leaves the care of one service and enters the care of the next. This is where the work of PRSB is having the biggest impact.”

Ben Lawman
TPP



“We’re all about standards and showing to people that we are compliant with the latest obligations.”

Kehinde Gbolade
Sermaurei



“We have been involved in consultations on standards being developed and so joining the Standards Partnership Scheme is a natural progression for our long-standing relationship.”

Brian Waters
Graphnet



“For Healthily, joining PRSB’s partnership scheme is part of our “trust” driving license. We know that for consumers to trust us, we need to demonstrate that we are taking quality and security seriously. Being a PRSB partner is part of that messaging.”

Jonathan Carr-Brown
Healthily



“We firmly believe that aligning to PRSB standards are essential steps to supporting the national interoperability journey.”

Andrea Dantas
Cerner



“The conformance process entailed a conversation of mutual learning between PRSB and us. This meant that the standard was implemented comprehensively and expertly, which gave us the chance to improve our systems or flag any required amendments to the standard.”

Andrew Coles
Person Centred Software



“The Care Alliance and PRSB share an overarching goal to integrate information and make it consistent across multiple settings.”

Nick Wilson
System C



How is it making a difference?



“A large part of the conformance process involved an open dialogue with the PRSB team, and we highly valued their guidance and clinical expertise based on real-world experience. We have now embedded the standard into our core product development life cycle and we are excited about rolling the solution out further.”

**Ben Wilson, Orion Health
Product Solution Director**

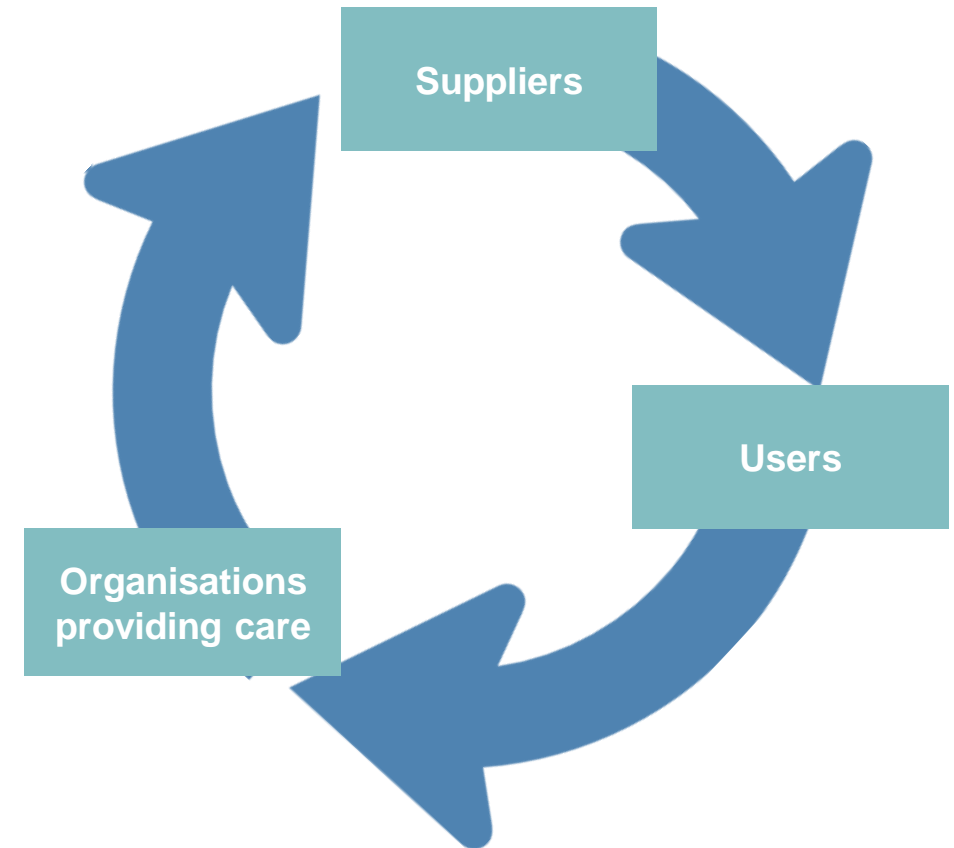


“Orion Health’s achievement marks a genuine milestone. Both organisations have learned and gained from the assessment process and we are applying the learning going forward. This standard is the fundamental infrastructure required for effective shared care records - the cornerstone of Integrated Care Systems’ .”

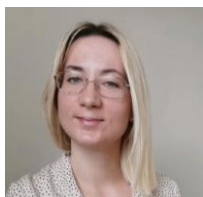
**Dr Annette Gilmore
Lead Assessor, PRSB**

Joining it all up: A system wide pull towards standards

- ✓ Complementary scheme for local care provider organisations
- ✓ Quality Mark recognised system wide – suppliers, care providers, implementers
- ✓ Levers and incentives aligned, regulators, procurement, system incentives



Investing in our organisation



Adrianna Szczypkowska



Alannah McGovern



Alison Brown



Andrew Brownless



Annette Gilmore



Helene Feger



Holly Kearn



James Critchlow



Kingsley Ejeh



Lorraine Foley



Malcolm Mundy



Martin Orton



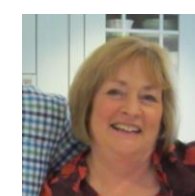
Mary Chorley



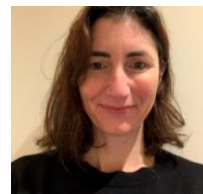
Marisa Dawson



Nilesh Bharakhada



Pauline Swan



Sarah Jackson



Steve Bentley



Taru Simbi



Tom Hobbs



Trishna Bharadia



Oliver Lake
Deputy CEO

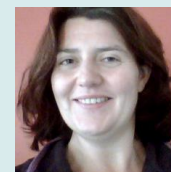


Rebecca Hughes
Director of Partner
Solutions



Andy Hall
Head of Marketing and
Communications

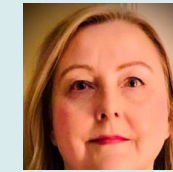
Assessors:



Emma
Davis



Ian
Woodburn



Isabel
Kuncewicz



Joe
Dent



Matthew
Butler

Sound finances and strong internal operations

- We are independent and not for profit – key to our focus
- We have modest scope to reinvest reserves to advance our mission – for example, in development and launch of Standards Partnership Scheme, investing in team and core infrastructure



Financial performance in 2021/22

- ✓ We've met and exceeded our financial turnover targets
- ✓ Four-year contract with NHS England – ensures longevity, recognises our strategic partnership role, simplifies commissioning PRSB
- ✓ Grown and diversified our income and plans for wider diversification

Looking ahead – priorities and plans



Expanding the Standards Partnership Scheme – a **game changer** for standards adoption and interoperability



PRSB STANDARDS

Creating a **virtuous circle of improvement** – implementing and improving standards and providing evidence of their impact



Shift to **person-centred care**, using apps and other devices, catalysed by About Me campaign



Advancing people's access to information to support **self-care**

Questions

