



PATIENT DATA – JOINING THE DOTS FOR THE BIGGER PICTURE

CRISTINA SERRÃO

PATIENT DIRECTOR, PATIENT... IN FACT I AM JUST ME

THE INFLEXIBLE SYSTEM MISSED MY 'FLEXIBILITY'

JOINING THE DOT'S UNCOVERED:

- Ehlers – Danlos Syndrome: Hypermobility Type
- Osteo arthritis
- De Quervains Disease
- Sacral Nerve Modulator (bladder pacemaker)
- Chronic lower back pain
- Chronic widespread pain
- PTSD and anxiety

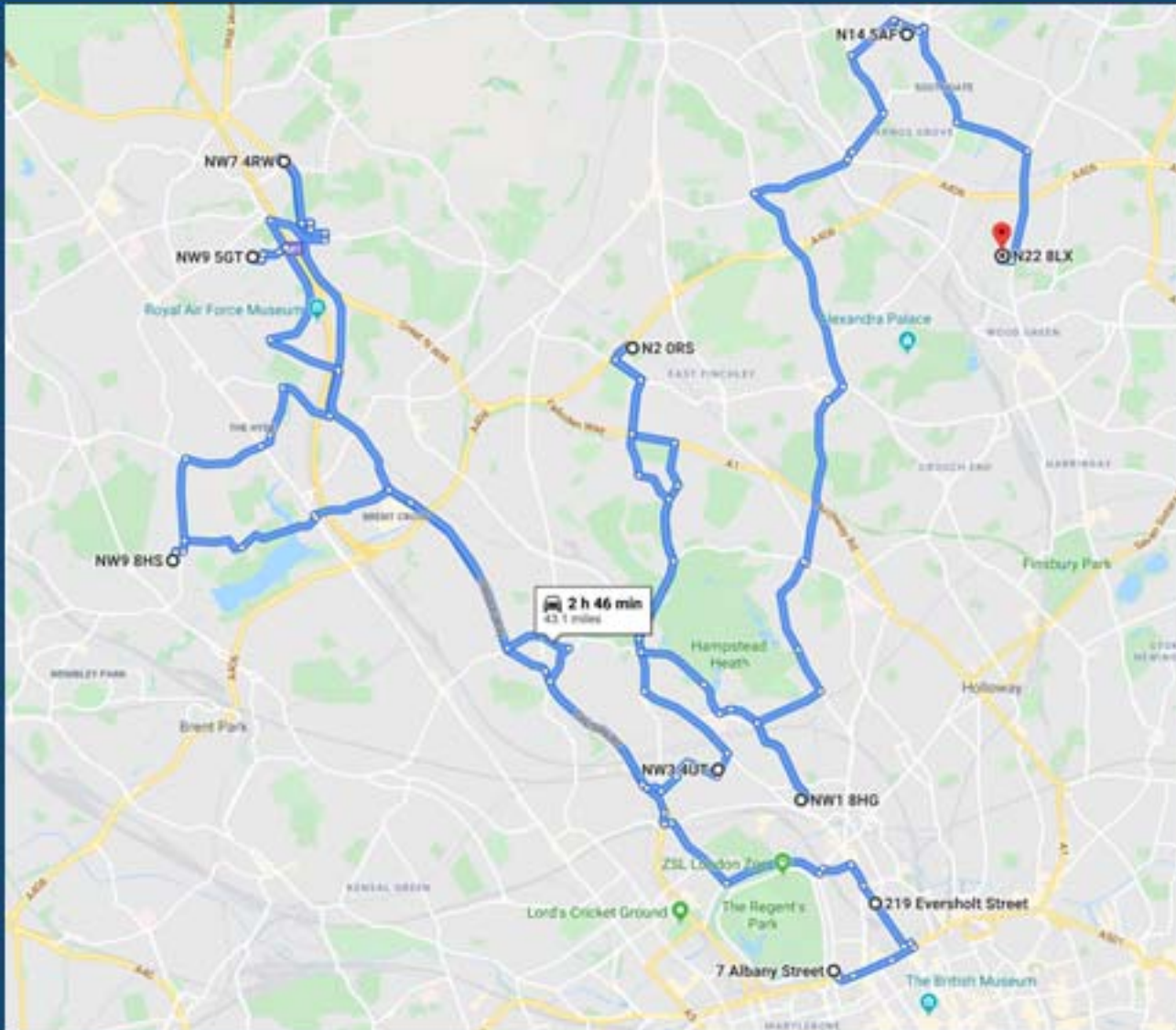
THE INFLEXIBLE SYSTEM MISSED MY 'FLEXIBILITY' MY LIVED EXPERIENCE JOURNEY

- Serious ankle talus trauma in 2003 – surgery and 6 months to walk again
- Chose new hospital after 3 years and after my osteo arthritis diagnosis
- No xrays, No CT scans, No MRIs or details about metal work passed over
- NEW scans ordered, more blood tests and an operation scheduled at new hospital – additional costs!!
- No one informed the local council re-ablement team, even after 5 operations
- Health and Social Care had no link, especially across separate boroughs

THE INFLEXIBLE SYSTEM MISSED MY 'FLEXIBILITY' SURGERIES AND SOCIAL CARE

Where issues occurred:

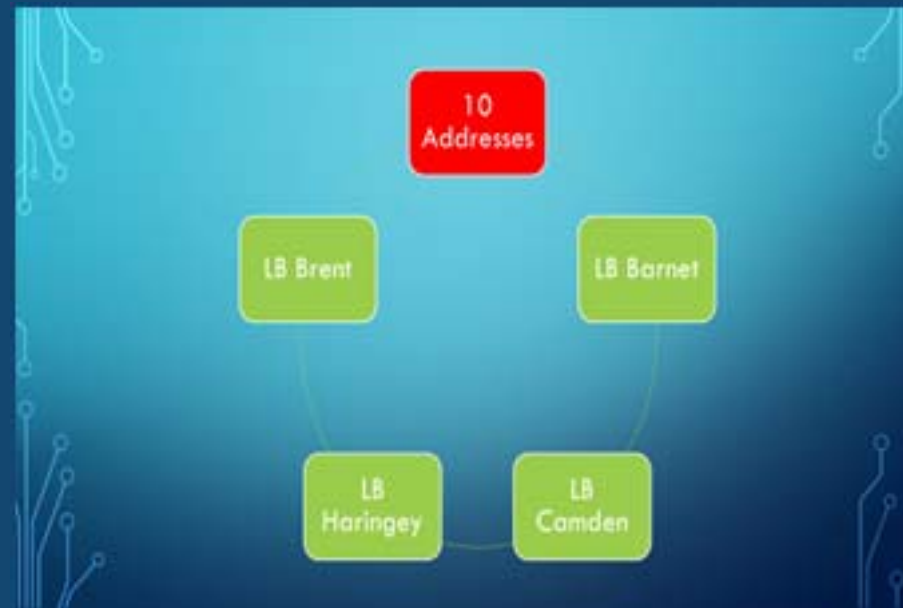
- I was registered at GP in different borough to area I was recovering
- Multiple hospital patient numbers in first Hospital Trust missed information
- Hospitals assumed as I was married I didn't need reablement team
- Occupational therapist not allocated
- No social care assessment



WHAT DO YOU SEE?

GP PRACTICES – CCGS – HOME ADDRESSES

- Camden NW1 – Camden CCG
- Kingsbury NW9 – Brent CCG
- Mill Hill NW7 – Barnet CCG
- Camden NW3 – Camden CCG



WHAT HAPPENS TO THE PERSON IN THE MIDDLE?



UCLH NHS FT
EHRS IN PLACE

Hospital of
Tropical Diseases

UCH, EGA,
Macmillan,
Westmoreland
Street

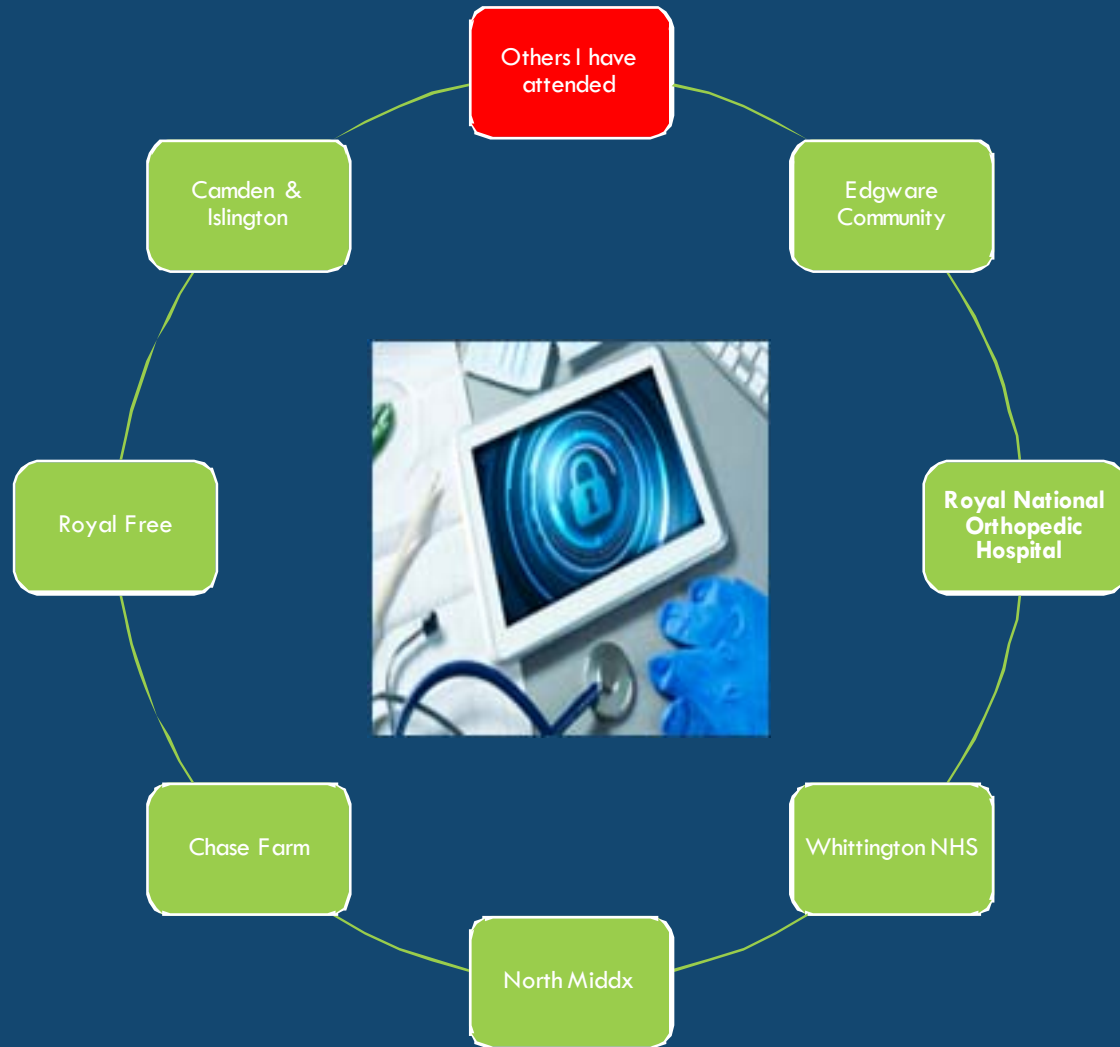
Royal Hospital
ENT and
Eastmans Dental

National
Hospital for
Neurology and
Neurosurgery

Institute Sport
Exercise and
Health

Royal London
Hospital
Integrated
Medicine





ITS TIME FOR A NEW ERA...

- **Accelerate:** Patients and service users now want rapid access to their data 24/7. Involve them in this process
- **Enable:** Work together across all areas to improve quality of shared data
- **Disrupt:** Be innovative, think BIG

Q&A's

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“Give it to me straight, doctor. How much longer do I have before you’re able to access all of my medical records?”