



# STB 28 How to Add Special Patient Notes & Palliative Notes

**NAME:** \_\_\_\_\_ (PLEASE PRINT CLEARLY)

**DATE OF BRIEFING:** \_\_\_\_\_

**BRIEFED BY:** \_\_\_\_\_

## **STB 28: How to Add Special Patient Notes & Palliative Notes**

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

<b>STB 28 – How to Add Special Patient Notes &amp; Palliative Notes</b>	<b>Signed</b>
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

STB	Date
Added to Rotamaster	

### VERSION CONTROL

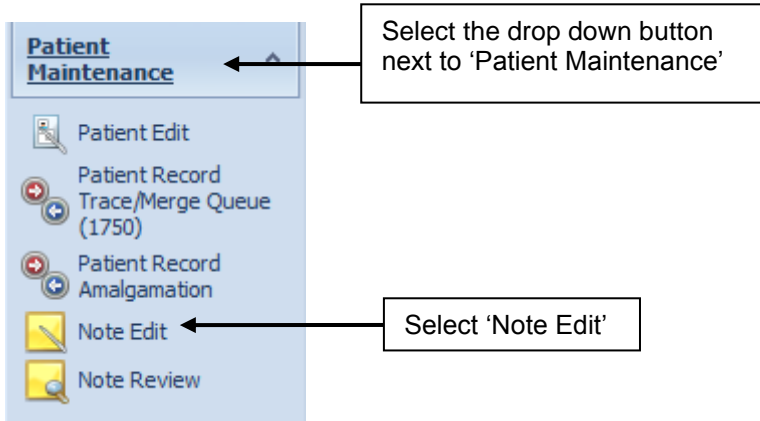
<b>DATE</b>	<b>CHANGE</b>	<b>CHANGED BY</b>
<i>Feb 2011</i>	<i>Original Version</i>	<i>CY</i>
<i>Nov 2015</i>	<i>Training Co-ordinator Added</i>	<i>CY</i>
<i>Dec 2015</i>	<i>Updated and restructured</i>	<i>CY</i>
<i>May 18</i>	<i>Updated</i>	<i>SBi</i>

# STB-028 How to add Special Patient Notes and Palliative Notes

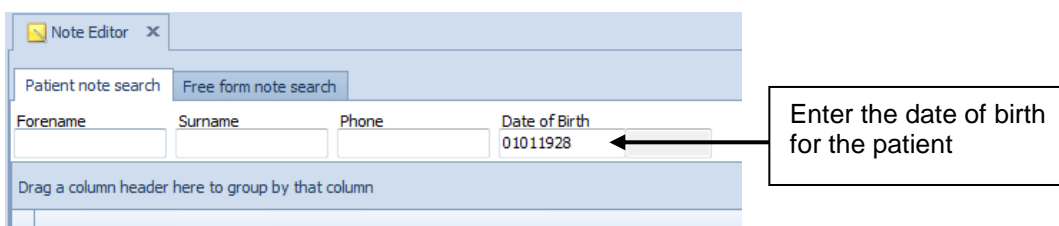
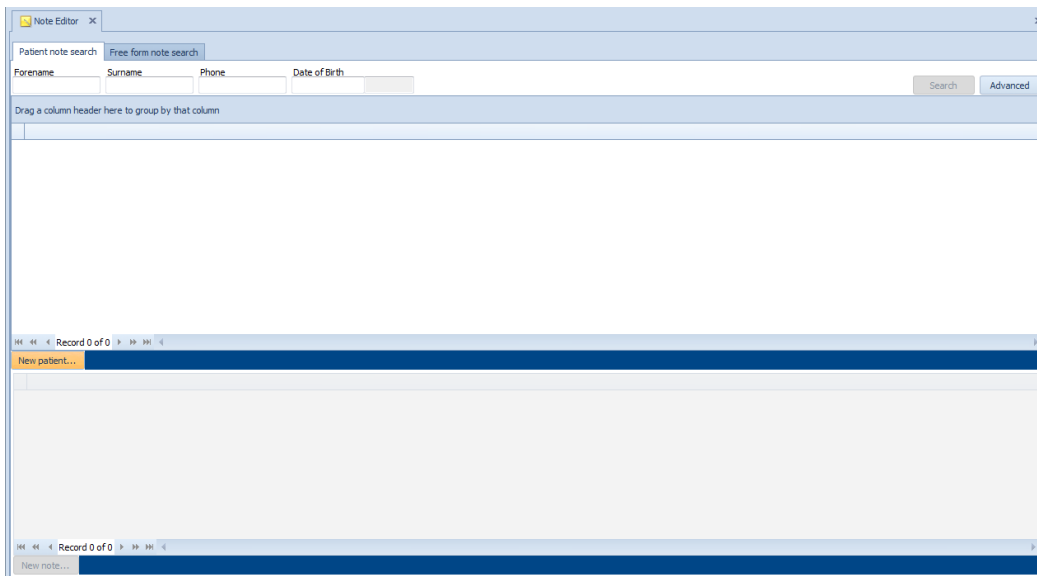
## INTRODUCTION

Special patient notes and palliative care forms are sent from other agencies (for example surgeries, district nurses, nursing homes, ambulance service and hospitals etc) when vital information regarding patients needs to be added onto the Aadastra system. This ensures the clinicians have a clear clinical picture regarding the patient's condition. If there are instances that you are unable to read what has been written on the form, contact the sender to clarify the details. Please follow the process below as to how to add the notes.

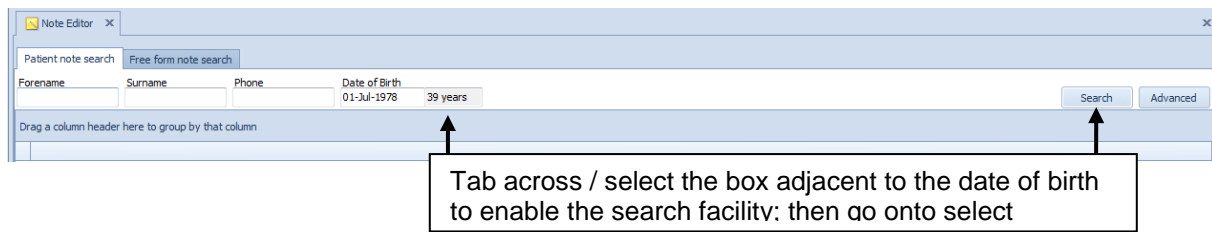
## THE PROCESS



The screen below then comes up.

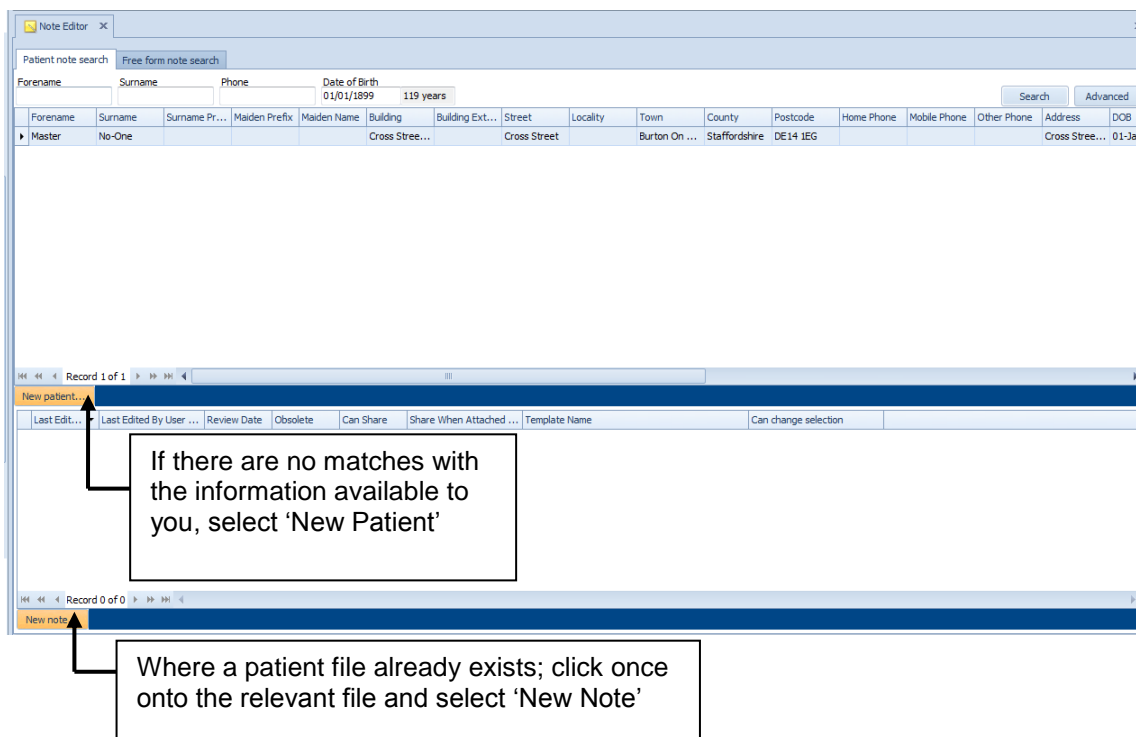


## STB-028 How to add Special Patient Notes and Palliative Notes



The reason that only the date of birth is selected as the search criteria, is that there is a possibility that names may have been misspelt where this is the case the mistake can be rectified and all relevant files amalgamated. If there is more than one file for the same patient, please follow the instructions in STB 79 How to do Patient Amalgamation

Now go back into 'Note Editor' and search for the patient again, there should only be one file for the same patient.



In 'Patient Details' ensure all the patients demographics that are provided are recorded as you would a GP or DN call. Depending on the format of the form used, a NHS number may be provided please record this number, if it has been provided.

## STB-028 How to add Special Patient Notes and Palliative Notes

The screenshot shows the 'Note Editor' interface with several sections highlighted by red boxes. The 'Patient details' section includes fields for Initials, Forename, Surname, Sex (set to 'Not Known'), Maiden, and Date of birth (01-Jan-1899, 119 years). The 'Contact' section includes Home, Mobile, and Other fields. The 'Home' section includes Home, Postcode, and a dropdown for Country (set to 'United Kingdom'). The 'Healthcare provider details' section includes a dropdown for District Nurse (set to 'Doctor'), a dropdown for Area (set to 'Registered'), and search fields for Nurse and DN Team. The 'Language & Ethnicity' section includes search fields for Language Spoken, Ethnicity, and Nationality, and a checkbox for 'Obsolete'. The 'Patient Check' section includes Insurance Type (set to 'Unknown'), Insurance Company, Insurance Number, and NHS Number (highlighted with a red box). The 'Update' and 'Cancel' buttons are at the bottom right.

When inputting GP details ensure you select the drop down menu and select 'Registered' and then enter the patient's GP details.

The screenshot shows the 'Note Editor' interface with the 'Note details' section highlighted. The 'Note details' section includes a dropdown for Review date (set to '24-Nov-18'), a dropdown for Service (set to 'All Services'), and checkboxes for 'User can change selection', 'Initially selected', 'Share with external agencies', 'Share when attached to a case', and 'Obsolete'. The 'Note text', 'Questions', and 'Attachments' sections are visible at the bottom.

Select 'Note Details'

# STB-028 How to add Special Patient Notes and Palliative Notes

## PALLIATIVE CARE FORMS



### Notification of Patient Requiring Palliative Care Intervention

We frequently have problems dealing appropriately with patients requiring palliative care intervention at the end of life when we do not have any details of their illness. Often their relatives do not know that death is expected and as a result inappropriate interventions may be made, such as 999 calls or emergency admission. The only way we can improve this is for their GP to inform us. If you have a patient who requires palliative care intervention, please notify us so that we can flag this on our system. Please make a copy of this form for future use.

The following information is to be reviewed on: .....

<b>Patients Details (Please use Block Capitals)</b>		
Full Name:	Date of Birth:	Telephone Number:
NHS Number:		
Home Address:	GP & Surgery:	

<b>Details of Diagnosis</b>		
Diagnosis:	Date of Diagnosis:	Secondary:
Patient aware of diagnosis Y / N		
Family / Carer Details:	Other Personnel Involved:	Other Medical Conditions:
Family / Carer aware of diagnosis Y / N		

<b>Details of Treatment / Medication</b>	
Treatment:	Current Medication:
Problems / Concerns:	
Preferred place of death:	Resuscitate: Y/N Admit: Y/N

Has the Patient been placed on the Gold Standard Framework for Terminal Care? Yes / No (circle where applicable)  
 This information may be shared with external agencies? Yes / No  
 This information may be shared when attached to a case? Yes / No

Signed: ..... Print Name: .....  
 Surgery: ..... Date: .....

Please return during office hours to:  
 Duty Team Leader, BADGER Group, Badger House,  
 121 Glover Street, Birmingham, B9 4EY  
 Fax: 0121 766 5135  
 For further information Tel: 0121 766 2101  
**Please check that Badger has received this form.**

<b>For BADGER use only:</b>	
Data added to the system <input type="checkbox"/>	Date: ..... Initial: .....
Surgery has confirmed receipt <input type="checkbox"/>	Date: ..... Initial: .....

Author or Department	Issue Date	Version	Document Ref	Approved By	Approval Date	Next Review	Page 1
Operations	October 10	V1.2	OPS-F-012	B.Moss	October 10	October 10	

Enter all the information that has been completed on the form. Where there are blanks on the form simply disregard this section and do not enter below. Ensure all information is recorded below as it has been completed on the form itself; the only case where this is generally not followed is when arrows have been used to indicate an increase or decrease in possibly medication levels. When recording current medications, the list can be vast at times, in this case simply record the name of the medication. Where this has been completed please record at the bottom of the note: 'Please see Special Notes Folder on Mission Control for full details'.

Please utilise the standard template for each service which can be obtained from your Team Leader.

## STB-028 How to add Special Patient Notes and Palliative Notes

Select update once the form has been completed

Once the form has been added on Adastra ensure the box in the bottom right hand side of the form has been filled out.

For BADGER use only:	
Data added to the system <input type="checkbox"/>	Date: ..... Initial: .....
Surgery has confirmed receipt <input type="checkbox"/>	Date: ..... Initial: .....

Item Ref	Approved By	Approval Date	Next Review	Page
3-F-012	B.Moss	October 10	October 18	Page 1

For the forms that have a different format to the BADGER forms ensure you record on the top sheet the following: 'Added to System [DD/MM/YY]' followed by your initials.

The paperwork must then be filed in the correct folder behind mission control.

# STB-028 How to add Special Patient Notes and Palliative Notes

## SPECIAL PATIENT NOTE FORMS



### Special Patient Notes

This form should NOT be used for patients with a Terminal illness – Please use the Notification of Patient Requiring Palliative Care Intervention form (ref: OPB-P-012) available from the Badger office on 0121 766 2120.

**Patients Details (please use Book Capitals)**

Full Name	Date of Birth	Telephone Number
NH8 Number		GP & Surgery
Home Address		

**Patient Note**

This information may be shared with external agencies? Yes / No  
This information may be shared when attached to a case? Yes / No  
This information should be reviewed on: ..... (date)

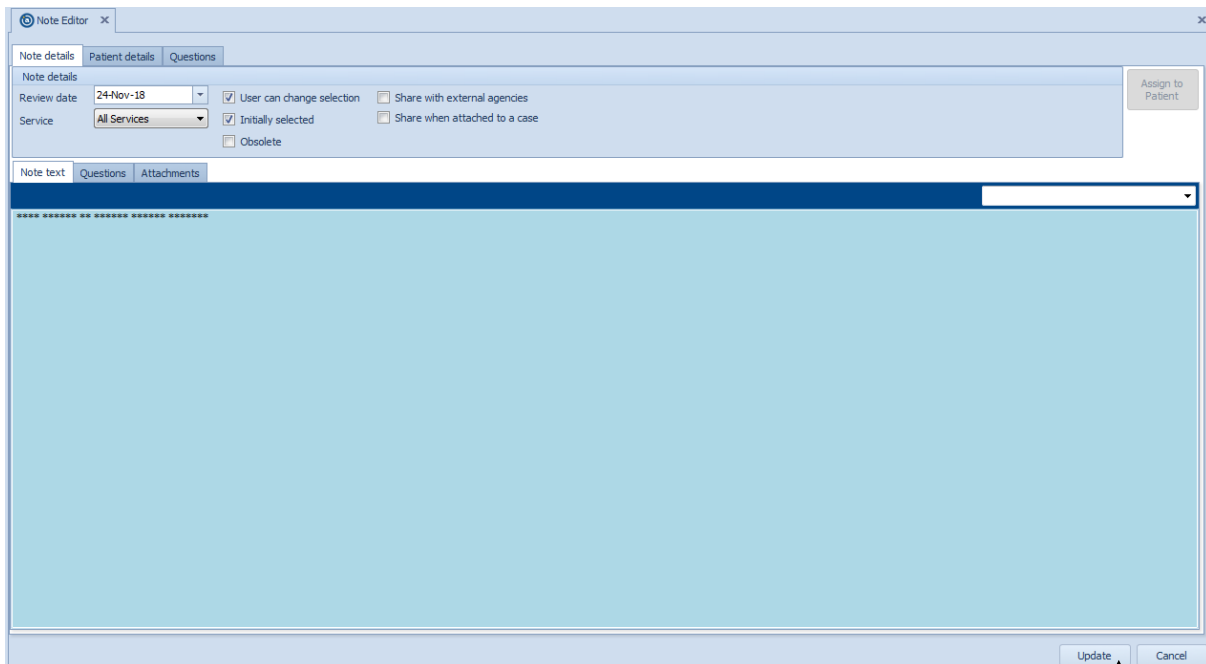
Signed ..... Print Name .....  
Surgery ..... Date .....

Please return during office hours to:  
Duty Team Leader, Badger House, 121 Glover Street, Birmingham B9 4EY  
Fax: 0121 766 5135 For further information Tel: 0121 766 2120  
Please telephone Badger to confirm receipt

**For Adastra use only:**  
Date added to the system  Date: ..... Initial: .....  
Surgery has contacted to confirm receipt  Date: ..... Initial: .....

Header: Operations | Date: 10/11/2018 | Page 1

In 'Note Text' simply add the note in free form as it has been written on the form.



Select update once the form has been completed

Once the form has been added on Adastra ensure the box in the bottom right hand side of the form has been filled out. For the forms that have a different format to the BADGER forms ensure you record on the top sheet the following: 'Added to System [DD/MM/YY]' followed by your initials.

The paperwork must then be filed in the correct folder behind mission control.