



Better informed means better care

Dorset Care Record brings all your health details together so medical and social care staff **can give you the best possible care**

Referrals in the DCR

View referral information held across DCR



For more information please visit:

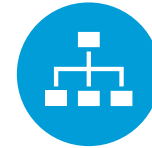
news.dorsetcouncil.gov.uk/dcr-staff-area

Objectives

This user guide will help you



View all referral information held in DCR



Sort referrals by different criteria



Where to find referral information in the DCR

There are **4** places in the DCR to look for referral information.

Look on the **Summary** tab

1. under **Community** for [Dorset HealthCare community](#) referrals,
2. under **Primary Care** for GP referrals
3. under the **Referrals** area in the lower section of the Summary tab for referrals from
 - [Dorset Council \(Adults & Children\)](#)
 - [Dorset County Hospital](#)
 - [Community Drug and Alcohol Services \(Public Health Dorset services provided by Reach in the Dorset Council area and We are with you in the BCP Council area\)](#)
4. Finally, the referrals from [Dorset Council \(Adults and Children\)](#) can also be found on the **Social Care** tab.



1. Community Referrals – Summary tab

CHAMPION, Trevor (Mr)
 BORN 04-May-1967 (56y) GENDER Male
 ADDRESS (3) Dorset County Hospital, WILLIAMS AVENUE, Dorcheste... HOME -

NHS Number 491 167 7333 ✕
 PDS 4911677333
 GP PRACTICE CANFORD HEATH GROUP PRACT

KNOWN ALERTS

Summary | Problem List | Patient Task List | Medications Viewer | my Dorset Care Record | Social Care

Documents

Showing All Mark All As Read
 Group By Category Sort By Date

- Summary
- Additional Details
- my Dorset Care Record Invitation
- Circle of Care
- Collaborative Worklists
- Goals and Actions
- Send Citizen Feedback
- Community (29 / 30)
 - CHIS MID ESSEX (6 / 6)
 - Dorset Community 3 (6 / 6)
 - East Adults SALT Demo (6 / 6)
 - Weldmar Hospice Care Trust (5 / 6)
 - Summary Views
 - Referrals
 - Problems and Issues
 - Observations
 - Immunisations
 - Encounters
 - Wessex Cancer alliance demo unit (p
 - Correspondence (33 / 44)
 - Discussion to View (9 / 12)
 - Primary Care (20 / 20)

Referrals

All relevant items

Items excluded due to confidentiality and/or patient preferences

Date	From	To	Priority	Details
24 Sep 2021	Unknown Referral Source	Weldmar Hospice Care Trust	Normal	Weldmar In-patient
23 Jun 2021	Unknown Referral Source	Weldmar Hospice Care Trust	Normal	Weldmar Community

2. GP Referrals – Summary tab

Summary | Problem List | Patient Task List | Medications Viewer | my Dorset Care Record | Social Care

Documents
Showing All Mark All As Read
Group By Category Sort By Date

Summary
Additional Details
my Dorset Care Record Invitation
Circle of Care
Collaborative Worklists
Goals and Actions
Send Citizen Feedback
Community (26 / 30)
Correspondence (33 / 44)
Discussion to View (9 / 12)
Primary Care (19 / 20)
CHIS MID ESSEX (10 / 10)
NHS Dorset (Training) GP Practice (9)
Summary Views
Referrals
Problems and Issues
Observations
Medications
Immunisations
Encounters
Clinical Items
Allergies & Adverse Reactions
Administrative Items

Referrals

All relevant items
Items excluded due to confidentiality and/or patient preferences

Date	From	To	Priority	Details
28 Apr 2022	Mr Thomas Sparrowhawk at NHS Dorset (Training) GP Practice (NHS Dorset Icb - 11j)	Mr T Sparrowhawk		needs lung scan - possible cancer Waiting For Information
27 Oct 2020	Unknown Referral Source	NHS Dorset (Training) GP Practice	Normal	Day Case Admission
01 Sep 2015	Mr Phil Mabey at NHS Dorset (Training) GP Practice (NHS Dorset Icb - 11j)	Phoenix Care Home	High Risk	Referral for Advice and Support to Care Home Receiving Care
25 Aug 2015	Mr Phil Mabey at NHS Dorset (Training) GP Practice (NHS Dorset Icb - 11j)	Phoenix Care Home	Routine	Referral for Assessment to Care Home Refused by service
22 Apr 2015	Mr Phil Mabey at NHS Dorset (Training) GP Practice (NHS Dorset Icb - 11j)	Phoenix Care Home	Urgent	Referral for Advice and Support to Care Home Not accepted for care
23 Jan 2015	Mr Phil Mabey at NHS Dorset (Training) GP Practice (NHS Dorset Icb - 11j)	Lyme Regis Medical Centre	Routine	Referral for Advice/Consultation to Community Services Inappropriate Referral

3. Referrals from Dorset Council (Adults & Children), Dorset County Hospital and Community Drug and Alcohol Services – Summary tab

You can access the referrals mentioned above in the lower section of the **Summary tab**, positioned underneath the **Allergies/Adverse Reactions** area.

3.1 The front screen view of Referrals on the Summary tab shows the referrals covering a 12 month period.

3.2 Beyond the front screen view (accessed by clicking on the square maximising button next to the Referrals (12 months) headline), you can see all the referrals.

Allergies / Adverse Reactions

Onset	Allergy / Intolerance	Reaction	Recorded In	Recorded On
-	<div style="border: 1px solid #add8e6; padding: 5px; display: inline-block;"> <i>i</i> Please check the Summary tab for Primary Care (GP) and Community folders </div>		-	-
Unknown	Beetroot	Fatigue	Dorset Care Record	04-Aug-2022
Unknown	Cottonmouth snake venom antiserum	Respiratory failure	Dorset Care Record	04-Aug-2022
Unknown	Eucreas	Numbness	Dorset Care Record	10-May-2023
Unknown	Metformin	Myocardial infarction	Dorset Care Record	04-Aug-2022
Unknown	Dust	Dry cough	Dorset Care Record	10-May-2023

« Previous | Next »

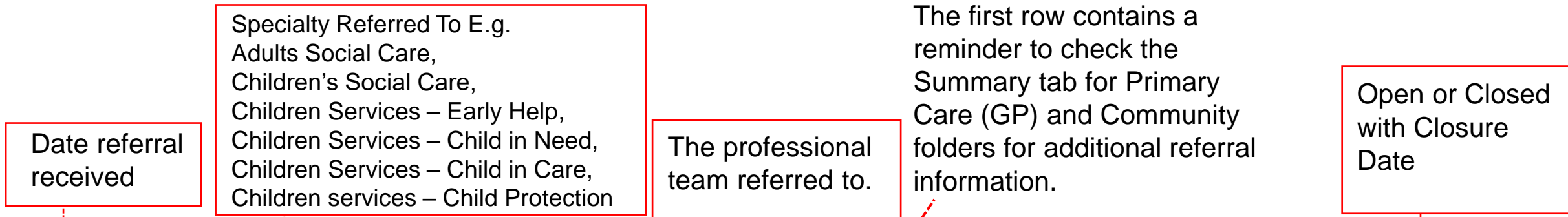
Results 1-6 of 17

Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Urgency	Referral Status
		<div style="border: 1px solid #add8e6; padding: 5px; display: inline-block;"> <i>i</i> Please check the Summary tab for Primary Care (GP) and Community folders </div>			
12-Jul-2023	General Surgery	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Routine	Open
03-Oct-2022	Adults Social Care	Adults Social Care Contact Team	Adult Safeguarding Concern (RP)		Open

Results 1-3

3.1 Referrals (12 months) – Summary tab front screen



Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Urgency	Referral Status	
		<div style="border: 1px solid blue; padding: 5px; display: inline-block;"> <i>i</i> Please check the Summary tab for Primary Care (GP) and Community folders </div>				
12-Jul-2023	General Surgery	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Routine	Open	
03-Oct-2022	Adults Social Care	Adults Social Care Contact Team	Adult Safeguarding Concern (RP)		Open	

Results 1-3

Where the referral was generated followed (in brackets) by the person making the referral if one is provided from the source system.

From DC Adults and Children, there is **only one referral per person**, which starts with their first case opening step (that becomes the referral source) and continues until they have a closure step. Should any further work be done for that person the same referral will then be marked as open again. The referral source is always the first case opening step. The Team Referred to and Specialty Referred to will change based on the latest status update of the referral.

Referrals: Sorting

The list of referrals on the Summary screen will be sorted by Referral Date in descending order. You can change the order of the list by clicking on any of the column headings.

Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional) ▾	Referral Source (Referrer)	Urgency	Referral Status
		<div style="border: 1px solid #add8e6; padding: 5px; display: inline-block;"> <i>i</i> Please check the Summary tab for Primary Care (GP) and Community folders </div>			
12-Jul-2023	General Surgery	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Routine	Open
03-Oct-2022	Adults Social Care	Adults Social Care Contact Team	Adult Safeguarding Concern (RP)		Open



Referral Date	Specialty Referred to	Team Referred to (Professional) ▲	Referral Source (Referrer)	Urgency	Referral Status
		<div style="border: 1px solid #add8e6; padding: 5px; display: inline-block;"> <i>i</i> Please check the Summary tab for Primary Care (GP) and Community folders </div>			
03-Oct-2022	Adults Social Care	Adults Social Care Contact Team	Adult Safeguarding Concern (RP)		Open
12-Jul-2023	General Surgery	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Routine	Open

3.2 Referrals (All)

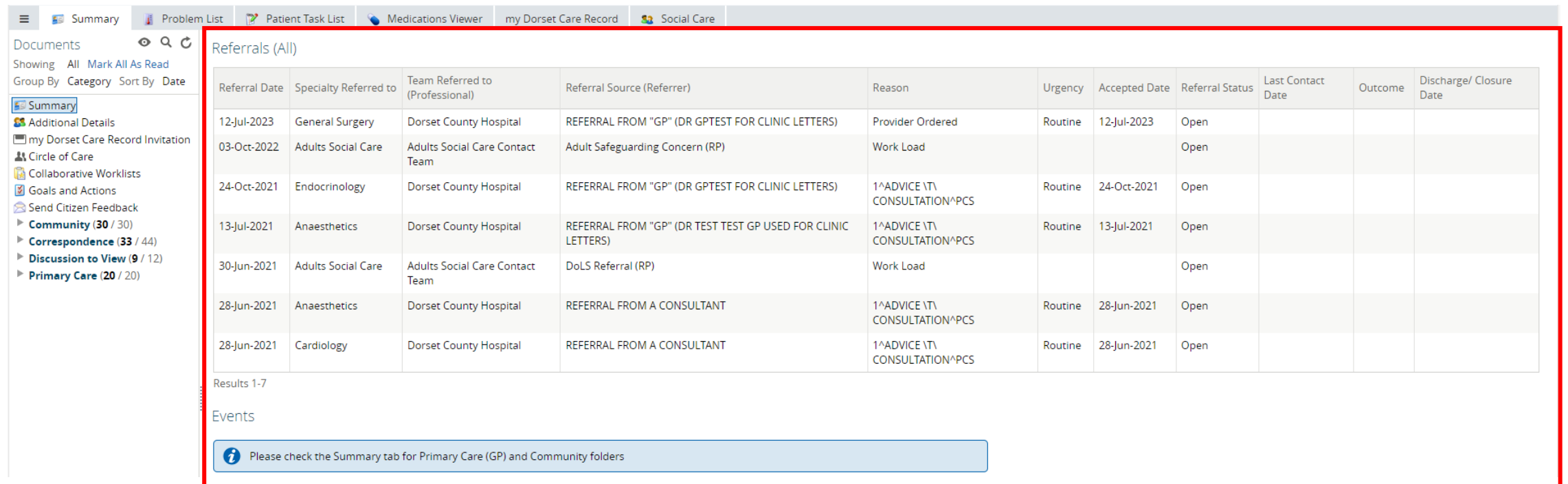
The summary view will show up to maximum of 6 rows but click on the square maximise button next to 'Referrals (12 months)' and it will take you to the full view of referrals.

To return to the original view of the Summary tab, click on the Summary tab again.

Referrals (12 months)

Referral Date ▼	Specialty Ref
12-Jul-2023	General Surg
03-Oct-2022	Adults Social

Results 1-3



Referrals (All)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Reason	Urgency	Accepted Date	Referral Status	Last Contact Date	Outcome	Discharge/ Closure Date
12-Jul-2023	General Surgery	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Provider Ordered	Routine	12-Jul-2023	Open			
03-Oct-2022	Adults Social Care	Adults Social Care Contact Team	Adult Safeguarding Concern (RP)	Work Load			Open			
24-Oct-2021	Endocrinology	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	1^ADVICE \T\ CONSULTATION^PCS	Routine	24-Oct-2021	Open			
13-Jul-2021	Anaesthetics	Dorset County Hospital	REFERRAL FROM "GP" (DR TEST TEST GP USED FOR CLINIC LETTERS)	1^ADVICE \T\ CONSULTATION^PCS	Routine	13-Jul-2021	Open			
30-Jun-2021	Adults Social Care	Adults Social Care Contact Team	DoLS Referral (RP)	Work Load			Open			
28-Jun-2021	Anaesthetics	Dorset County Hospital	REFERRAL FROM A CONSULTANT	1^ADVICE \T\ CONSULTATION^PCS	Routine	28-Jun-2021	Open			
28-Jun-2021	Cardiology	Dorset County Hospital	REFERRAL FROM A CONSULTANT	1^ADVICE \T\ CONSULTATION^PCS	Routine	28-Jun-2021	Open			

Results 1-7

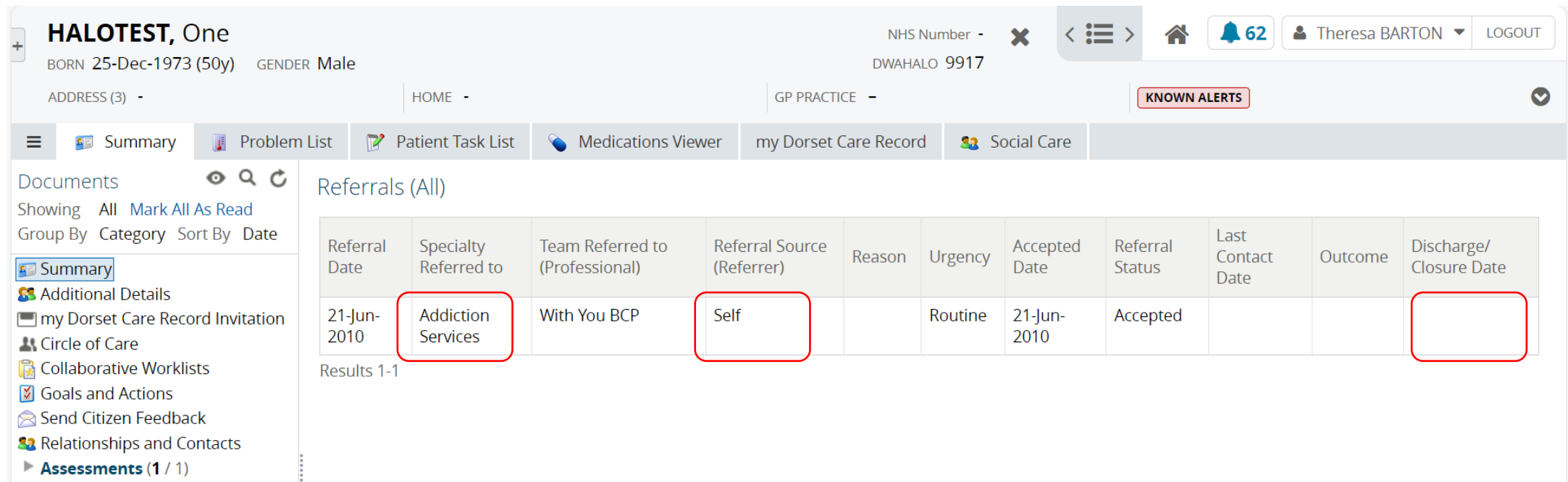
Events

i Please check the Summary tab for Primary Care (GP) and Community folders

Referrals from the Community Drug and Alcohol Services

In the example below, a test patient was referred on 21st June 2010. The service the person was referred to was With You BCP, and the Specialty field shows 'Addiction Services'. This ensures that anyone not familiar with the name With You BCP will know what type of referral this is. The Referral Source field will show who referred the person to substance misuse services. There are lots of possible referral sources and in this example, we can see the person referred themselves.

If the person has been discharged from treatment, the Discharge/Closure Date field will be populated with the date of discharge. Otherwise, this field will be empty, as in the example.



The screenshot shows the patient profile for HALOTEST, One (BORN 25-Dec-1973 (50y), GENDER Male). The interface includes navigation tabs for Summary, Problem List, Patient Task List, Medications Viewer, my Dorset Care Record, and Social Care. A 'KNOWN ALERTS' button is visible. The 'Referrals (All)' section displays a table with the following data:

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Reason	Urgency	Accepted Date	Referral Status	Last Contact Date	Outcome	Discharge/ Closure Date
21-Jun-2010	Addiction Services	With You BCP	Self		Routine	21-Jun-2010	Accepted			

Results 1-1

Referral Details

Click on any referral in the list to view more details including:

- referral accepted date,
- last contact date and
- discharge closure date.

Specialty Referred to	Team Referred to	Referral Source (Referrer)	Reason	Urgency	Accepted Date	Referral Status
Referral Details						
DATE REFERRAL RECEIVED	12-Jul-2023					
REFERRAL NUMBER	00019180@RBD.PCS					
SPECIALTY REFERRED TO	General Surgery					
TEAM REFERRED TO (PROFESSIONAL)	Dorset County Hospital					
REFERRAL SOURCE	REFERRAL FROM "GP"					
REFERRER	DR GPTEST FOR CLINIC LETTERS					
REASON	Provider Ordered					
COMMENT	ADVICE & CONSULTATION					
URGENCY	Routine					
REFERRAL ACCEPTED DATE	12-Jul-2023					
REFERRAL STATUS	Open					
LAST CONTACT DATE						
OUTCOME						
DISCHARGE/ CLOSURE DATE						
DISCHARGE/ CLOSURE REASON						
CARE SETTING	Hospital					
ADMINISTRATIVE CATEGORY						
CONTRACT ID						
RECORDED IN	PCS by DCHFT on 12-Jul-2023					

Referral Details - Trackable

Expanding the view will enable the **referral reference number** to be visible and this makes each referral trackable.

For example, in the referral below from **Addiction Services**, we can see the **referral number** and the **data source** being **HALO**. Under **Recorded In**, we can also see that **HALO** is linked to **Public Health Dorset**.

Referral Details		Home	62	Theresa BARTON	LOGOUT
DATE REFERRAL RECEIVED	21-Jun-2010				
REFERRAL NUMBER	54321@DWAHALO				
SPECIALTY REFERRED TO	Addiction Services				
TEAM REFERRED TO (PROFESSIONAL)	With You BCP				
REFERRAL SOURCE					
REFERRER	Self				
REASON					
COMMENT					
URGENCY	Routine				
REFERRAL ACCEPTED DATE	21-Jun-2010				
REFERRAL STATUS	Accepted				
LAST CONTACT DATE					
OUTCOME					
DISCHARGE/ CLOSURE DATE					
DISCHARGE/ CLOSURE REASON					
CARE SETTING	Community				
ADMINISTRATIVE CATEGORY					
CONTRACT ID					
RECORDED IN	Halo by Public Health Dorset on 05-Jul-2023				

4. Referrals from Dorset Council (Adults and Children) on the Social Care tab



Please note that in the DCR you will see **one referral per person**. It starts with their first case opening step and continues until they have a closure step.

Navigation tabs: Summary, Problem List, Patient Task List, Medications Viewer, my Dorset Care Record, Social Care

i This tab only includes Social Care information, there may be further information in the rest of the record.

Alerts (Active)

Recorded On/Onset Date	Alert (Classification)	Details	Recorded In
Thu, 13-Jul-2023	Adults' Warning		Mosaic by DC on 13-Jul-2023
Thu, 13-Jul-2023	Risk of Injury from Animals/Pets		Mosaic by DC on 13-Jul-2023

Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Urgency	Referral Status
05-Feb-2024	Childrens Services – Early Help	Childrens Services - Early Help	Early Help : Level 2 assessment for support		Open
10-May-2023	Adults Social Care	Adults Social Care Contact Team	Contact and Actions Tool (RP)		Open

Care Packages (Active)

Category	Type	Status	Start Date	End Date	Provider	Provider Contact Number	Recorded In
Adults - Residential Care	Dementia Bed	ACTIVE	20-Jul-2023	27-Jul-2023	DementiaCare Care Home	01305 265666	Mosaic by DC on 18-Jul-2023

Relationships (Active)

No Active Relationships for this Person from Social Care settings



Access further **support and information** from
<https://news.dorsetcouncil.gov.uk/dcr-staff-area/learning-resources/>



Disclaimer

The screenshots in this training guide are taken from a test system and as such may vary slightly to the live DCR system.

Screenshots in this training guide do not contain any real patient data.

Data provided by source systems is read-only in DCR. There are various level of restrictions and sensitivities being applied within the Partner's systems, and the DCR respects and displays the data as provided by the Partners.

The information contained within the NHS Dorset system (the Spine) is the overriding system for updating demographics.