'My record is **available to share**...'

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

Dorset Care Record
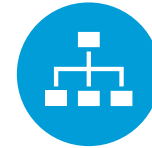**dcr**

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

2. GP Referrals – Summary tab

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

Dorset Care Record

Specialty Referred To E.g.
Adults Social Care,
Children's Social Care,
Children Services – Early Help,
Children Services – Child in Need,
Children Services – Child in Care,
Children services – Child Protection

The first row contains a reminder to check the Summary tab for Primary Care (GP) and Community folders for additional referral information.

Open or Closed with Closure Date
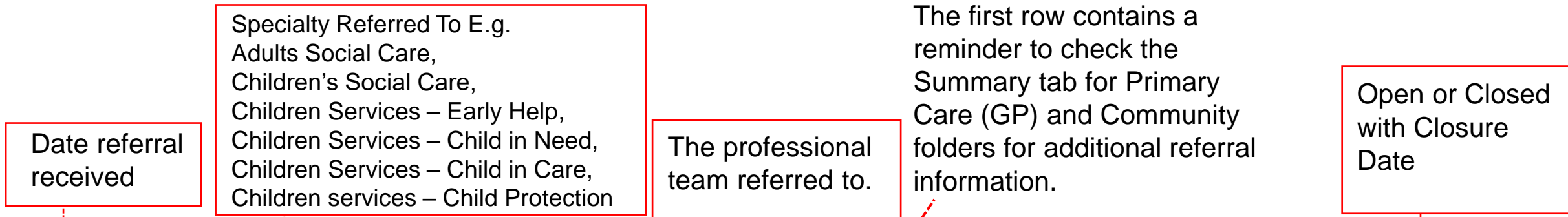
Date referral received

The professional team referred to.

Referrals (12 months)

Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Urgency	Referral Status
		ℹ Please check the Summary tab for Primary Care (GP) and Community folders			
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
		ℹ Please check the Summary tab for Primary Care (GP) and Community folders				
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

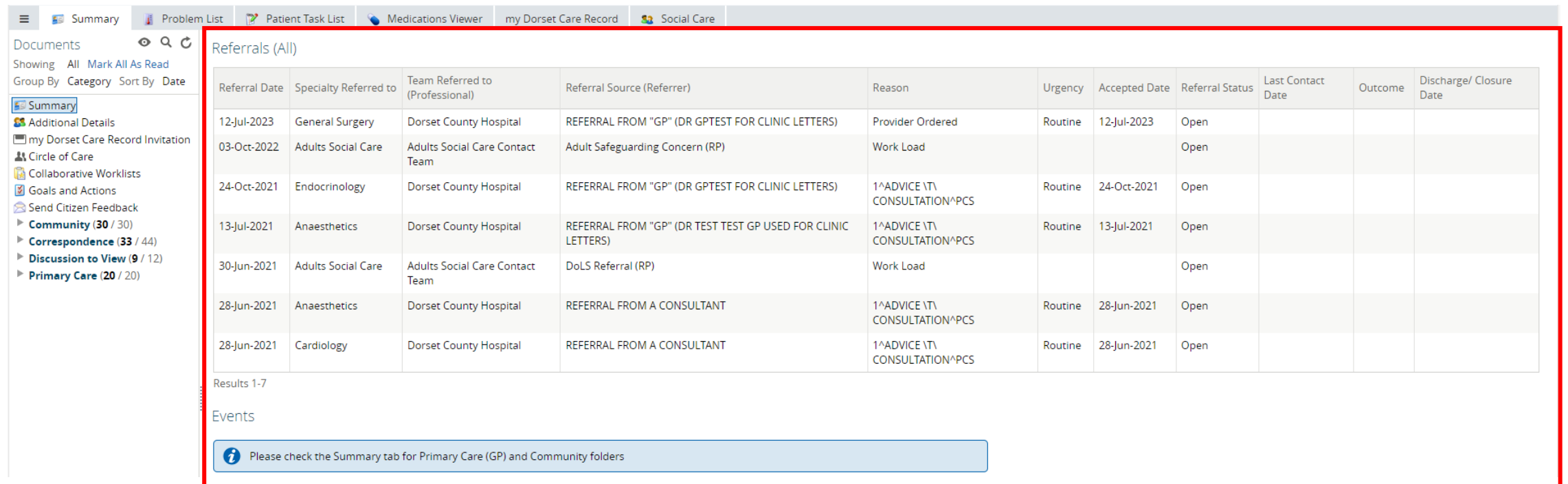| Referral Date	Specialty Referred to	Team Referred to (Professional) ▲		Referral Source (Referrer)	Urgency	Referral Status
03-Oct-2022	Adults Social Care	Adults Social Care Contact Team		Adult Safeguarding Concern (RP)		Open
12-Jul-2023	General Surgery	Dorset County Hospital		REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Routine	Open
		ℹ Please check the Summary tab for Primary Care (GP) and Community folders				

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)

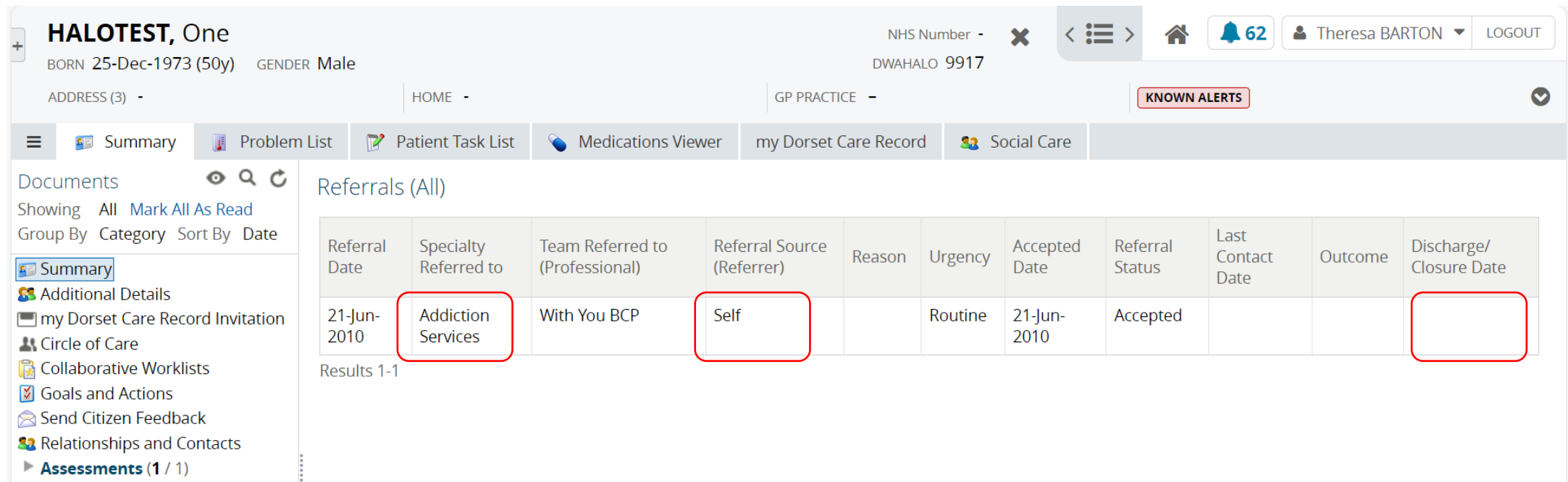| Referral Date	Specialty Referred to	Team Referred to (Professional)	Referral Source (Referrer)	Reason	Urgency	Accepted Date	Referral Status	Last Contact Date	Outcome	Discharge/ Closure Date
12-Jul-2023	General Surgery	Dorset County Hospital	REFERRAL FROM "GP" (DR GPTEST FOR CLINIC LETTERS)	Provider 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.

Referral Details

Click on any referral in the list to view more details including:
- referral accepted date,
- last contact date and
- discharge closure date.

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**.

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.

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.