



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**

Appointments in the DCR



For more information please visit:
news.dorsetcouncil.gov.uk/dcr-staff-area

Appointments information in the DCR

The **Appointments** information describes a plan for the future and includes acute inpatient and outpatient appointments only.

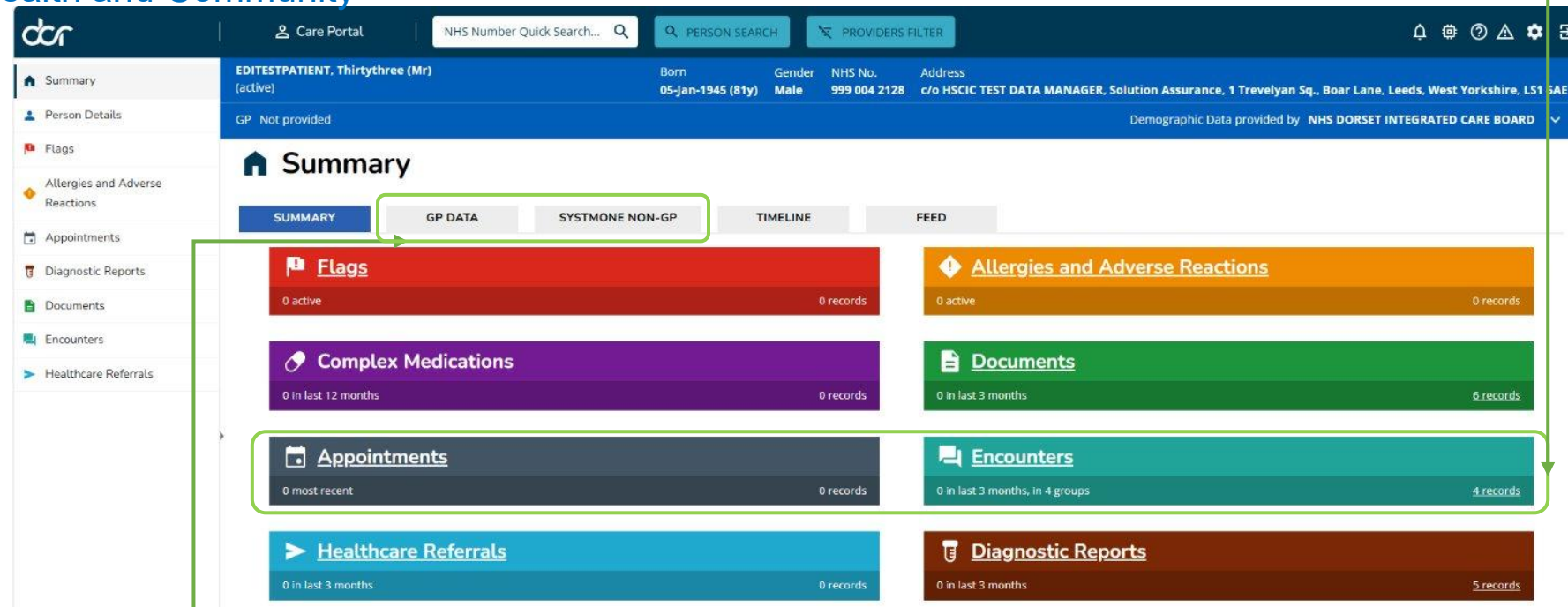
- Emergencies can be found under **Encounters**. Encounters generally describe something that is happening now or has occurred in the past.
- When the date for an appointment has passed and provided an encounter has occurred, the appointment will show both under **Appointments** (with a corresponding status) and under **Encounters**.

The **DCR partner organisations** providing **Appointments** information in the DCR are:

- Dorset County Hospital
- University Hospitals Dorset
- Substance Misuse Services – Reach (DC area) and With you (BCP area)
- Dorset HealthCare – Mental Health and Community
- NHS Dorset/GPs

All provider data, except for the GP and DHC Community data, is presented together under the categories available in the DCR e.g. Flags, Allergies and adverse reactions, Appointments etc.

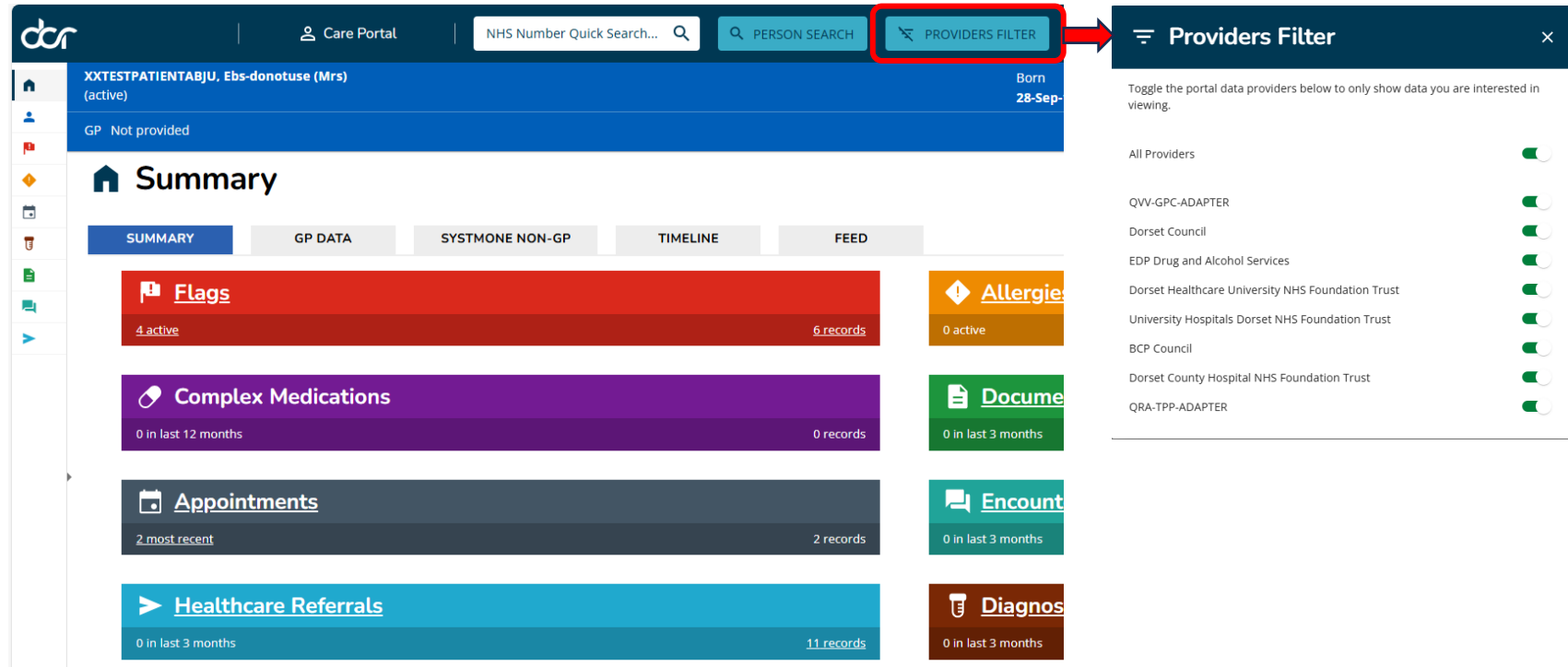
The GP and DHC Community are the exception to this, with the data from these organisations only available under the GP Data and SystmOne Non-GP tabs.



The screenshot displays the DCR interface for a patient named EDITESTPATIENT, Thirtythree (Mr). The interface includes a sidebar with navigation options: Summary, Person Details, Flags, Allergies and Adverse Reactions, Appointments, Diagnostic Reports, Documents, Encounters, and Healthcare Referrals. The main content area shows a patient summary with tabs for SUMMARY, GP DATA, SYSTMONE NON-GP, TIMELINE, and FEED. The SUMMARY tab is active, showing various data points: Flags (0 active, 0 records), Allergies and Adverse Reactions (0 active, 0 records), Complex Medications (0 in last 12 months, 0 records), Documents (0 in last 3 months, 6 records), Appointments (0 most recent, 0 records), Encounters (0 in last 3 months, in 4 groups, 4 records), Healthcare Referrals (0 in last 3 months, 0 records), and Diagnostic Reports (0 in last 3 months, 5 records). A green box highlights the GP DATA and SYSTMONE NON-GP tabs, and another green box highlights the Appointments and Encounters sections.

You can select the providers you would like to see Appointments data from

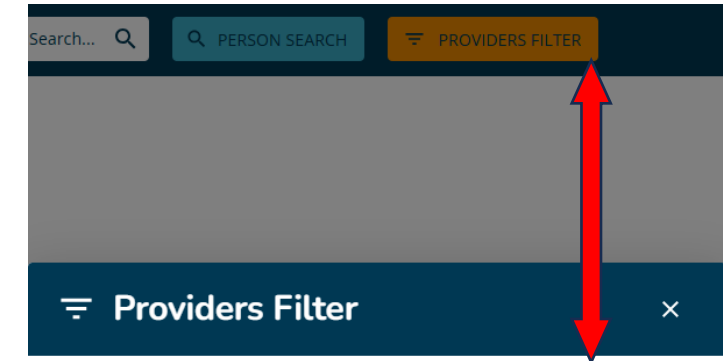
1 The **Providers Filter**  displays all the data provider organisations sending data in the DCR for a particular record.



The screenshot shows the Dorset Care Record (DCR) interface. At the top, there is a navigation bar with the DCR logo, a 'Care Portal' link, and search bars for 'NHS Number Quick Search...' and 'PERSON SEARCH'. The 'PROVIDERS FILTER' button is highlighted with a red box and a red arrow pointing to a detailed view of the filter. The main content area shows a patient summary for 'XXTESTPATIENTABJU, Ebs-donotuse (Mrs)' with a birth date of '28-Sep-'. Below the summary, there are tabs for 'SUMMARY', 'GP DATA', 'SYSTMONE NON-GP', 'TIMELINE', and 'FEED'. The 'SUMMARY' tab is active, showing various data points: 'Flags' (4 active, 6 records), 'Complex Medications' (0 in last 12 months, 0 records), 'Appointments' (2 most recent, 2 records), 'Healthcare Referrals' (0 in last 3 months, 11 records), 'Allergies' (0 active), 'Documents' (0 in last 3 months), 'Encounters' (0 in last 3 months), and 'Diagnoses' (0 in last 3 months).

2 De-select/toggle providers to only see the data from the providers of interest. When only some providers are selected, the **Providers Filter** button changes colour from **turquoise** to **orange/amber** to alert you that you are seeing a restricted view of the data available for this record.

Please note the **Provider Filter** resets automatically to **All Providers** when you enter a new record.



The screenshot shows the 'Providers Filter' panel. It has a search bar and a 'PERSON SEARCH' button. The 'PROVIDERS FILTER' button is highlighted with a red box and a red arrow pointing to a detailed view of the filter. Below the search bar, there is a list of providers with toggle switches: 'All Providers' (toggled on), 'QVV-GPC-ADAPTER' (toggled on), 'Dorset Council' (toggled on), 'EDP Drug and Alcohol Services' (toggled on), 'Dorset Healthcare University NHS Foundation Trust' (toggled on), 'University Hospitals Dorset NHS Foundation Trust' (toggled on), 'BCP Council' (toggled on), 'Dorset County Hospital NHS Foundation Trust' (toggled on), and 'QRA-TPP-ADAPTER' (toggled on).

Toggle the portal data providers below to only show data you are interested in viewing.

All Providers
QVV-GPC-ADAPTER
Dorset Council
EDP Drug and Alcohol Services
Dorset Healthcare University NHS Foundation Trust
University Hospitals Dorset NHS Foundation Trust
BCP Council
Dorset County Hospital NHS Foundation Trust
QRA-TPP-ADAPTER

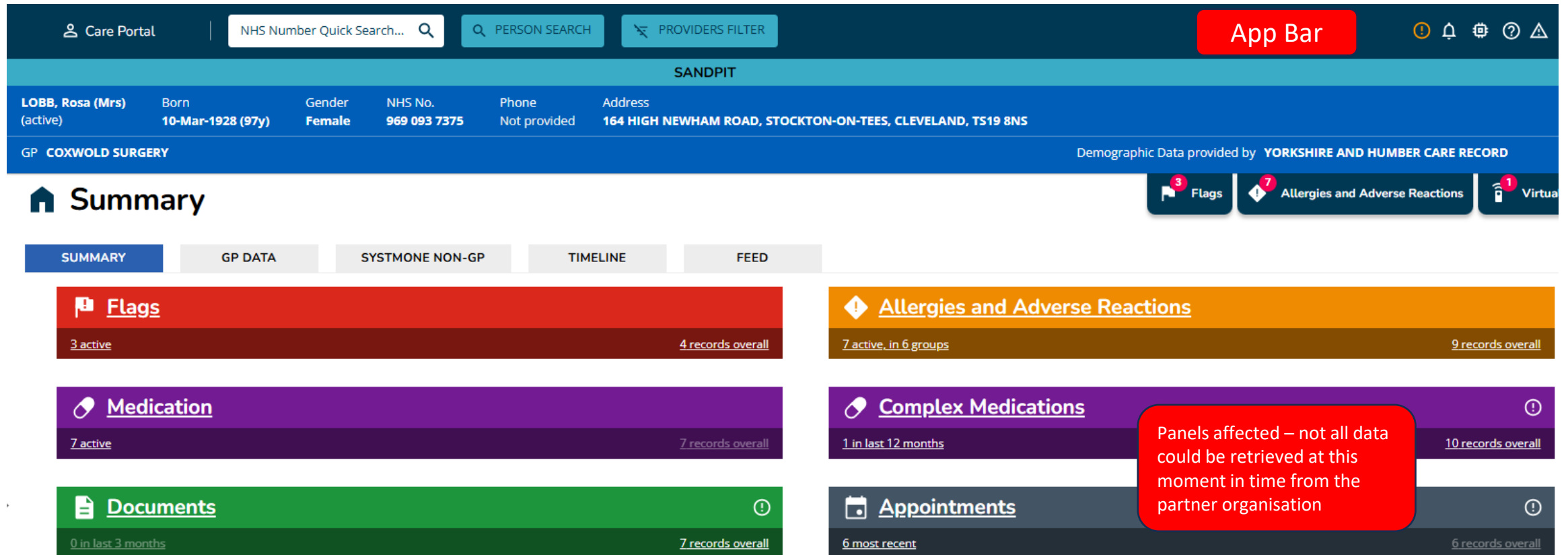
2

Error warning when data cannot be retrieved from the provider organisations

The DCR retrieves data in real time from provider organisations; the DCR does not store any data.

When a provider's data cannot be retrieved, the DCR displays an error warning indicator: . This can be seen at the top of the DCR screen in the App Bar and in the individual panels affected.

Clicking on the error icon will let you know what data is missing.



The screenshot shows the DCR interface for a patient named LOBB, Rosa (Mrs). The top navigation bar includes a search bar, a 'PERSON SEARCH' button, a 'PROVIDERS FILTER' button, and an 'App Bar' button. The patient's demographic information is displayed, including their NHS number, phone number, and address. The GP is listed as COXWOLD SURGERY. The interface shows a 'Summary' tab with sub-tabs for SUMMARY, GP DATA, SYSTMONE NON-GP, TIMELINE, and FEED. The 'Summary' tab is active, showing a list of panels: Flags, Allergies and Adverse Reactions, Medication, Complex Medications, Documents, and Appointments. Each panel displays the number of active records and the total number of records overall. A red callout box highlights the error warning indicator (a yellow circle with an exclamation mark) in the top right corner of the 'Complex Medications' and 'Appointments' panels, indicating that data could not be retrieved from the partner organisation.

App Bar

SANDPIT

LOBB, Rosa (Mrs) (active) Born **10-Mar-1928 (97y)** Gender **Female** NHS No. **969 093 7375** Phone **Not provided** Address **164 HIGH NEWHAM ROAD, STOCKTON-ON-TEES, CLEVELAND, TS19 8NS**

GP **COXWOLD SURGERY** Demographic Data provided by **YORKSHIRE AND HUMBER CARE RECORD**

Summary

Flags 3 active 4 records overall

Allergies and Adverse Reactions 7 active, in 6 groups 9 records overall

Medication 7 active 7 records overall

Complex Medications 1 in last 12 months 10 records overall

Documents 0 in last 3 months 7 records overall

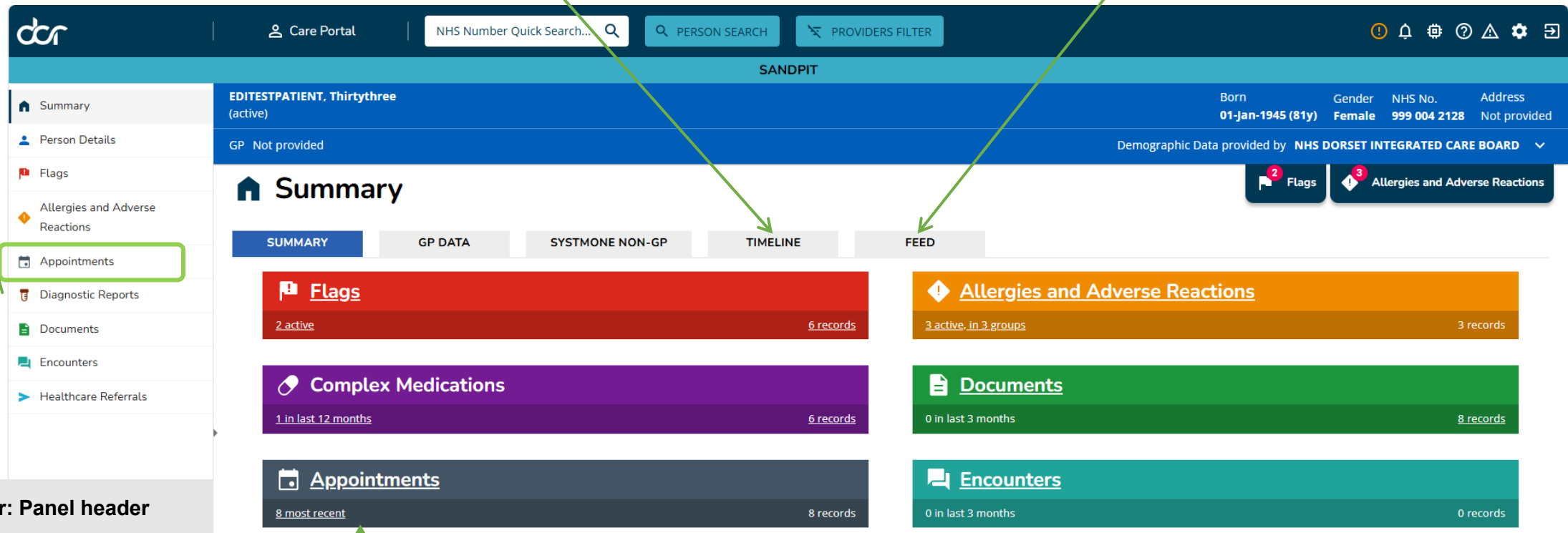
Appointments 6 most recent 6 records overall

Panels affected – not all data could be retrieved at this moment in time from the partner organisation

Where to find the Appointments data in the DCR

3. Use the Timeline tab for a horizontal view of a person's data from the **acute hospitals**.
It's helpful for identifying patterns.

4. Use the Feed tab for a vertical chronological view of a person's data from the **acute hospitals**



1. Sidebar: Panel header
Click on panel header to see the appointments data in a table.

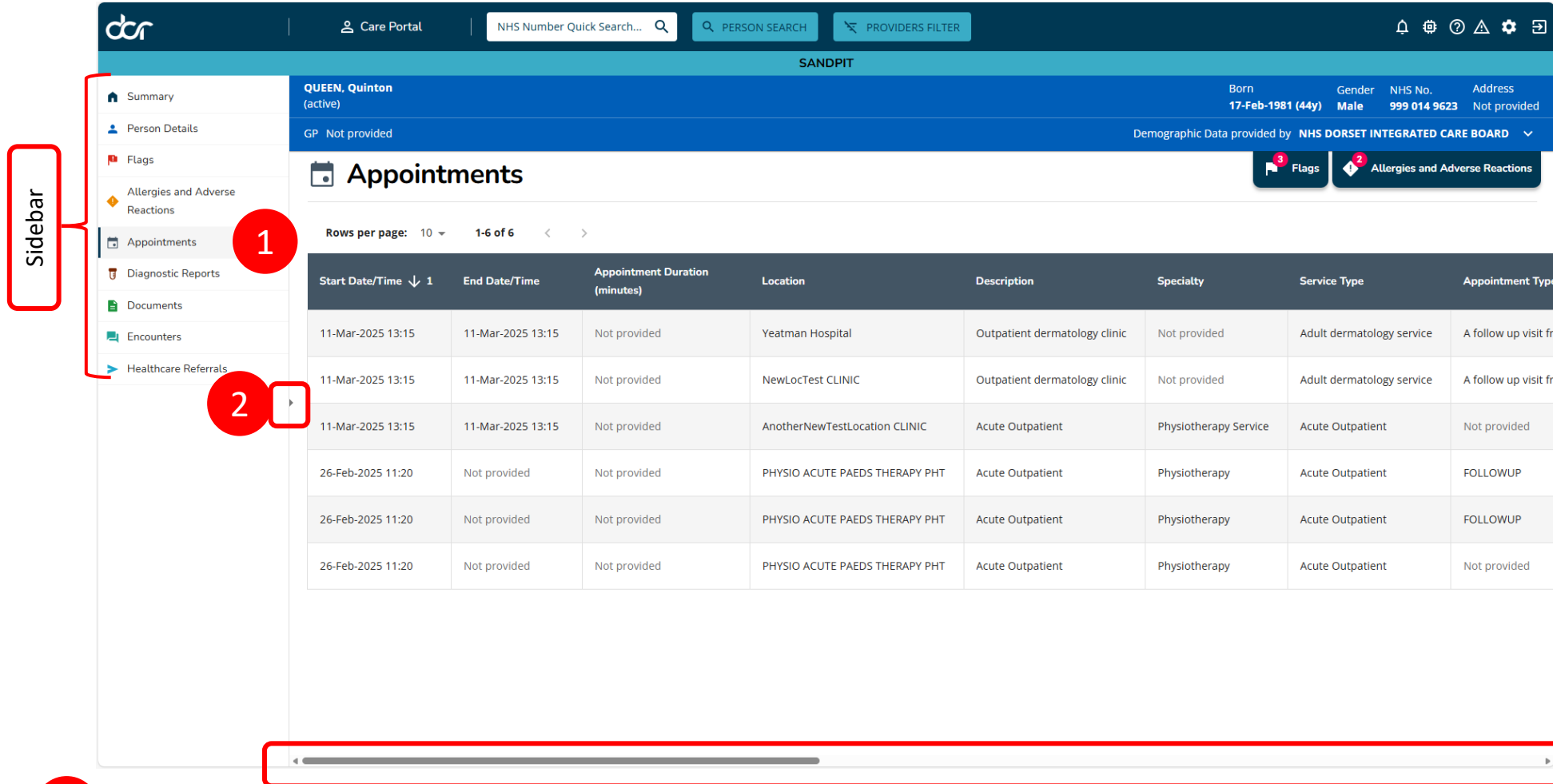
2. Summary tab: Appointments panel
Click on the underlined panel name to see the appointments data in a table or filter by most recent or overall.

3. Use the Timeline tab for a horizontal view of a person's data from the **acute hospitals**.
It's helpful for identifying patterns.

4. Use the Feed tab for a vertical chronological view of a person's data from the **acute hospitals**

1. Sidebar panel header: A table view

1 Click on **Appointments** in the Sidebar to see a table view of the appointments data.



The screenshot shows the Dorset Care Record interface. The sidebar on the left contains a list of navigation items: Summary, Person Details, Flags, Allergies and Adverse Reactions, Appointments (highlighted with a red circle and the number 1), Diagnostic Reports, Documents, Encounters, and Healthcare Referrals. The main content area displays the 'Appointments' table for Queen, Quinton (active). The table has columns: Start Date/Time, End Date/Time, Appointment Duration (minutes), Location, Description, Specialty, Service Type, and Appointment Type. The table is scrollable, as indicated by a red box and the number 3 at the bottom right. A red box and the number 2 highlight the collapse arrow in the sidebar.

Start Date/Time ↓ 1	End Date/Time	Appointment Duration (minutes)	Location	Description	Specialty	Service Type	Appointment Type
11-Mar-2025 13:15	11-Mar-2025 13:15	Not provided	Yeatman Hospital	Outpatient dermatology clinic	Not provided	Adult dermatology service	A follow up visit fr
11-Mar-2025 13:15	11-Mar-2025 13:15	Not provided	NewLocTest CLINIC	Outpatient dermatology clinic	Not provided	Adult dermatology service	A follow up visit fr
11-Mar-2025 13:15	11-Mar-2025 13:15	Not provided	AnotherNewTestLocation CLINIC	Acute Outpatient	Physiotherapy Service	Acute Outpatient	Not provided
26-Feb-2025 11:20	Not provided	Not provided	PHYSIO ACUTE PAEDS THERAPY PHT	Acute Outpatient	Physiotherapy	Acute Outpatient	FOLLOWUP
26-Feb-2025 11:20	Not provided	Not provided	PHYSIO ACUTE PAEDS THERAPY PHT	Acute Outpatient	Physiotherapy	Acute Outpatient	FOLLOWUP
26-Feb-2025 11:20	Not provided	Not provided	PHYSIO ACUTE PAEDS THERAPY PHT	Acute Outpatient	Physiotherapy	Acute Outpatient	Not provided

2 Use the arrow to collapse the **Sidebar** and have a better/enlarged view of the right side of the screen.

3 The table is quite wide, and you need to scroll to see the rest of it (please see next slide for the second half of the table).

Second half of the appointments table

Appointment Type	Status	Recorded on	Reason	Indication	Delivery Channel	Appointment Cancellation Reason	Patient Instruction	Participant (Primary Performer)	Additional Participants	Incoming Referral	Source Organisation(s)
A follow up visit from a previous appointment	Booked	Not provided	Paraffinoma of skin	Not provided	In-person	Patient	Not provided	primary performer Dr ANGEL CASTRO SILVA	Not provided	Not provided	University Hospitals Dorset NHS Foundation Trust
A follow up visit from a previous appointment	Booked	Not provided	Paraffinoma of skin	Not provided	In-person	Patient	Not provided	primary performer GREENWOOD	Not provided	Not provided	University Hospitals Dorset NHS Foundation Trust
Not provided	Booked	Not provided	Not provided	Not provided	In-person	Patient	Not provided	primary performer GREENWOOD	Not provided	Not provided	University Hospitals Dorset NHS Foundation Trust
FOLLOWUP	Fulfilled	Not provided	CPAP - SLEEP	Not provided	Not provided	Not provided	Not provided	primary performer Dr ANGEL CASTRO SILVA	Not provided	Not provided	University Hospitals Dorset NHS Foundation Trust
FOLLOWUP	Cancelled	Not provided	CPAP - SLEEP	Not provided	Not provided	Not provided	Not provided	primary performer Dr ANGEL CASTRO SILVA	Not provided	Not provided	University Hospitals Dorset NHS Foundation Trust
Not provided	Booked	Not provided	CPAP - SLEEP	Not provided	Not provided	Not provided	Not provided	primary performer Dr ANGEL CASTRO SILVA	Not provided	Not provided	University Hospitals Dorset NHS Foundation Trust

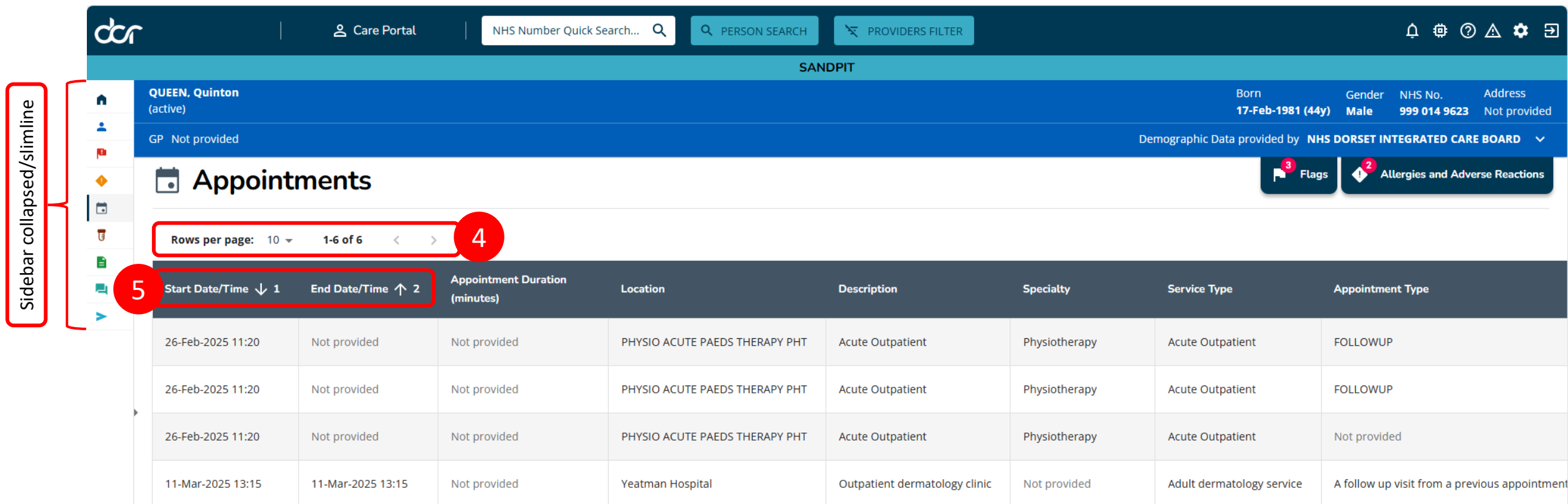


Status	What it means
Proposed	None of the participant(s) have finalised their acceptance of the appointment request, and the start/end time may not be set yet.
Pending	Some of all of the participant(s) have not finalised their acceptance of the appointment request.
Booked	All participant(s) have been considered and the appointment is confirmed to go ahead at the date/times specified. Also known as 'Planned' as the encounter has not yet started.
Arrived	Some of the patients have arrived.
Fulfilled	This appointment has completed and may have resulted in an encounter.
Cancelled	The appointment has been cancelled.
No show	Some or all of the participant(s) have not/did not appear for the appointment (usually the patient).
Entered in error	This instance should not have been part of this patient's medical record.



There may be additional participants in addition to the Primary Performer (Participant).

Sorting the table



QUEEN, Quinton (active)

Born 17-Feb-1981 (44y) Gender Male NHS No. 999 014 9623 Address Not provided

GP Not provided

Demographic Data provided by NHS DORSET INTEGRATED CARE BOARD

Flags Allergies and Adverse Reactions

Appointments

Rows per page: 10 1-6 of 6

Start Date/Time ↓ 1 End Date/Time ↑ 2

Start Date/Time	End Date/Time	Appointment Duration (minutes)	Location	Description	Specialty	Service Type	Appointment Type
26-Feb-2025 11:20	Not provided	Not provided	PHYSIO ACUTE PAEDS THERAPY PHT	Acute Outpatient	Physiotherapy	Acute Outpatient	FOLLOWUP
26-Feb-2025 11:20	Not provided	Not provided	PHYSIO ACUTE PAEDS THERAPY PHT	Acute Outpatient	Physiotherapy	Acute Outpatient	FOLLOWUP
26-Feb-2025 11:20	Not provided	Not provided	PHYSIO ACUTE PAEDS THERAPY PHT	Acute Outpatient	Physiotherapy	Acute Outpatient	Not provided
11-Mar-2025 13:15	11-Mar-2025 13:15	Not provided	Yeatman Hospital	Outpatient dermatology clinic	Not provided	Adult dermatology service	A follow up visit from a previous appointment

4 You can adjust the number of rows to see on a page by clicking on the drop-down arrow next to 10 and selecting either 5, 10 or 25. Use the left and right arrows to move between pages.

5 The table shows the data entries sorted by most recent. The data can be further sorted concurrently by **Start Date/Time** and **End Date/Time**. As outlined before, the Providers Filter can also be used to filter by Provider.

A lightbox view for each appointment in the table

6 Click on a line in the table and the panel entry lightbox view will pop-up.

ESTPATIENT, Thirtythree

GP Not provided

Appointment

Rows per page: 10 1-8 of 8

Start Date/Time ↓ 1

Date/Time ↑ 2

07-Sep-2016 11:20	Not provided
25-Jun-2018 09:00	Not provided
06-Jul-2018 13:30	Not provided
04-Sep-2018 12:11	Not provided
31-Dec-2018 10:40	Not provided
12-Feb-2019 16:35	Not provided
23-Aug-2019 09:00	Not provided

Appointment

Start Date/Time: 07-Sep-2016 11:20

End Date/Time: Not provided

Appointment Duration (minutes): Not provided

Location: DAILY DRESSING CLINIC WEDNESDAY, Dorset County Hospital

Description: Not provided

Specialty: Nursing Episode

Service Type: Outpatient

Appointment Type: Not provided

Status: Cancelled

Recorded on: 10-Jan-2018 14:10

Reason: Not provided

Indication: Not provided

Delivery Channel: Not provided

Appointment Cancellation Reason: Not provided

Patient Instruction: Not provided

Participant (Primary Performer): primary performer
Dr ANGEL CASTRO SILVA

Additional Participants: Not provided

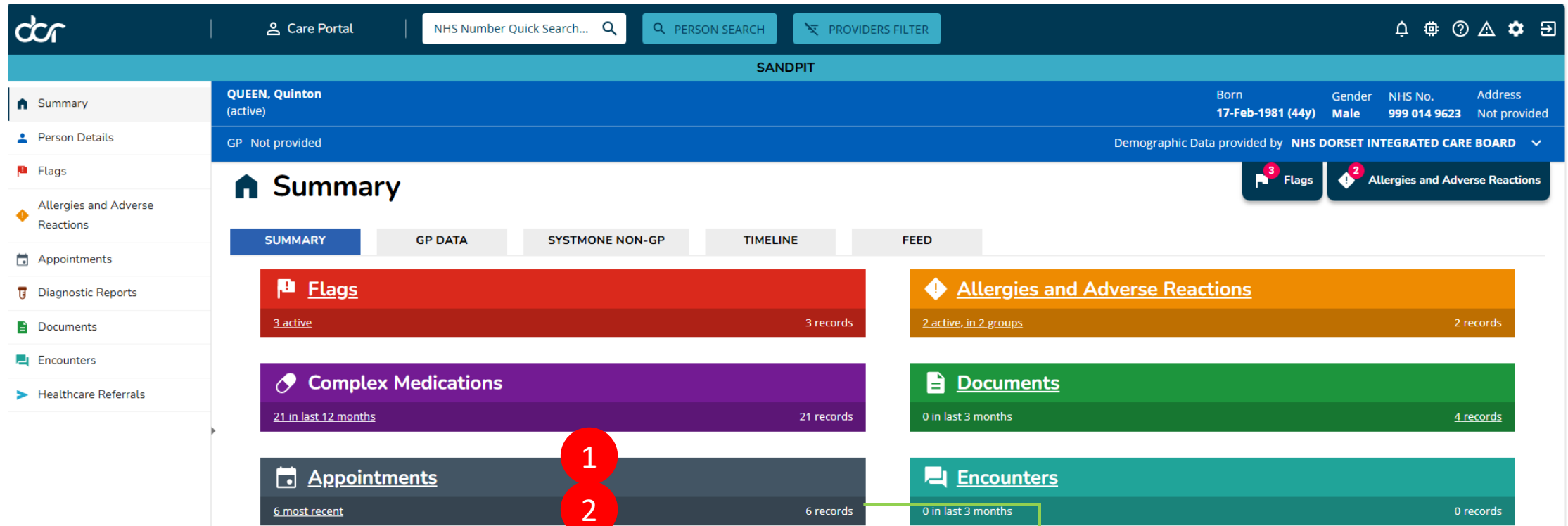
Incoming Referral: Not provided

Source Organisation(s): University Hospitals Dorset NHS Foundation Trust

7 Scroll down to see the rest of the lightbox entries.

8 Click on **Summary** in the Sidebar to return to the Summary screen (or click on another **panel header** to navigate to the table view information from that panel).

2. Appointments Panel on the Summary screen



1 Click on the panel header for the same table view of information as from the **Sidebar panel header**.

2 Underneath the panel header, click on the number of **most recent** or **overall records**.

- If only the most recent records are available to click on, this means that there are only recent records to show.
- If only the overall records are available to click on, that's because there are no recent records.

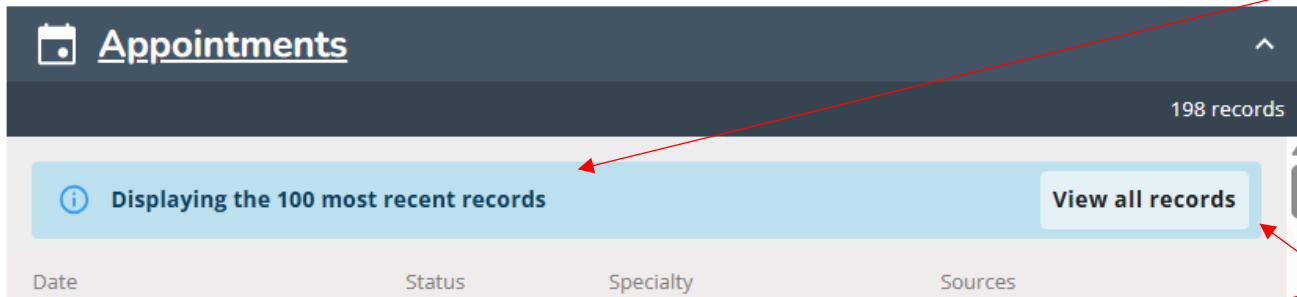
Appointments			
6 most recent		6 records	
Date	Status	Specialty	Sources
11 Mar 2025, 13:15	Booked	Not provided	University Hospitals Dorset NHS Foundation Trust
11 Mar 2025, 13:15	Booked	Not provided	University Hospitals Dorset NHS Foundation Trust
11 Mar 2025, 13:15	Booked	Physiotherapy Service	University Hospitals Dorset NHS Foundation Trust
26 Feb 2025, 11:20	Fulfilled	Physiotherapy	University Hospitals Dorset NHS Foundation Trust
26 Feb 2025, 11:20	Cancelled	Physiotherapy	University Hospitals Dorset NHS Foundation Trust
26 Feb 2025, 11:20	Booked	Physiotherapy	University Hospitals Dorset NHS Foundation Trust



When there are more than 100 overall records under Appointments...



The '0 in the last 3 months filter will not show



Click on 198 records. This will display the 100 most recent records.

Scroll down to find the record you need.

To see all records, click 'View all records'. This will open up the detailed table view.

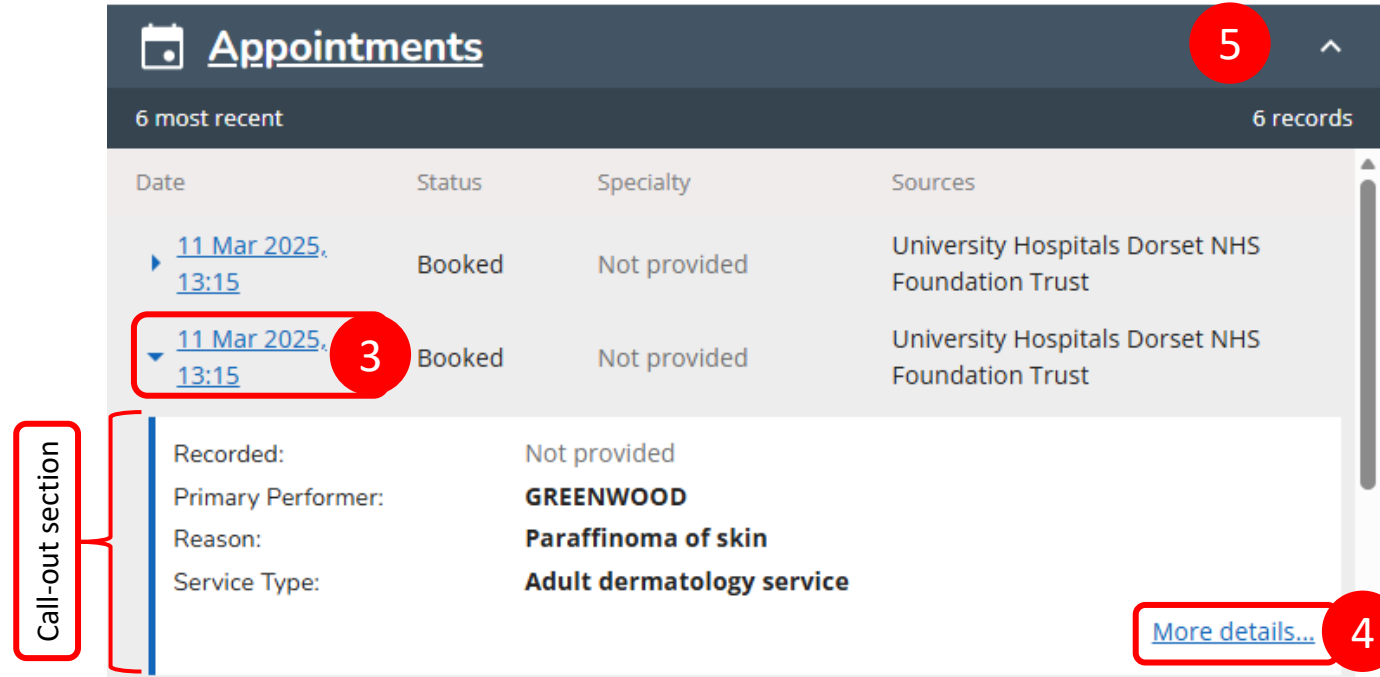
Appointments

Rows per page: 10 ▾ 1-10 of 198 < >

Start Date/Time ↓ 1	End Date/Time	Appointment Duration (minutes)
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Panel information and 'More details' link to lightbox view

- 3 Click on a **blue arrow date and time stamp** to expand the view and see more detail in the 'call-out' section.
- 4 Click on the **'More details...'** link to display a lightbox view with all the details seen in the table view from the Sidebar panel header.
- 5 To minimise/collapse the panel, click the **up arrow**.



Appointments 5

6 most recent 6 records

Date	Status	Specialty	Sources
11 Mar 2025, 13:15	Booked	Not provided	University Hospitals Dorset NHS Foundation Trust
11 Mar 2025, 13:15 3	Booked	Not provided	University Hospitals Dorset NHS Foundation Trust

Call-out section

Recorded: Not provided
 Primary Performer: **GREENWOOD**
 Reason: **Paraffinoma of skin**
 Service Type: **Adult dermatology service**

[More details...](#) 4

As outlined before, please note that there are separate panels for **Appointments**, as well as **Encounters** which may need to be reviewed or considered together at times – please see next slide.

The **Appointments** panel shows future appointments & the **Encounters** panel shows current and past encounters.



To see future appointments alongside current and past encounters, open both the Encounters and Appointments panels.

Please note that when the date has passed for an Appointment, an Appointment stays within Appointments with an outcome, and it is also added to Encounters.

The screenshot displays the INTERWEAVE patient summary interface for a patient named Sandpit. The top navigation bar includes the INTERWEAVE logo, a 'Care Portal' link, and search filters for NHS Number, Person, and Providers. The patient's details are shown at the top: AZZOPARDI, Matthia (Mrs), born 27-Feb-1986, female, NHS No. 965 770 2100, living at 55 Exeter Street, Rochdale, Lancs. The GP is Trinity Medical Centre. A sidebar on the left lists various patient data categories like Person Details, Allergies, Appointments, Conditions, etc.

The main content area is divided into several panels. The 'Summary' panel is active, showing a list of 'Documents' (0 in last 3 months, 10 records overall) and 'Encounters' (0 in last 3 months, 52 records overall). The 'Encounters' panel is expanded, showing a table of recent encounters. A red double-headed arrow points from an encounter in the 'Encounters' table to a corresponding entry in the 'Appointments' table, illustrating that past appointments are recorded as encounters.

Period	Type	Sources
09 Dec 2024, 12:15	Inpatient encounter	SHEFFIELD CHILDRENS NHS FOUNDATION TRUST
18 Jul 2024, 16:00	Ambulatory	The Rotherham NHS Foundation Trust
10 Jun 2024, 14:39	Inpatient encounter	The Rotherham NHS Foundation Trust
23 Apr 2024, 16:35	Inpatient encounter	Harrogate NHS Foundation Trust
19 Mar 2024, 10:30	Ambulatory	The Rotherham NHS Foundation Trust
23 Feb 2024, 03:25	Home health	Humber Teaching NHS Foundation Trust

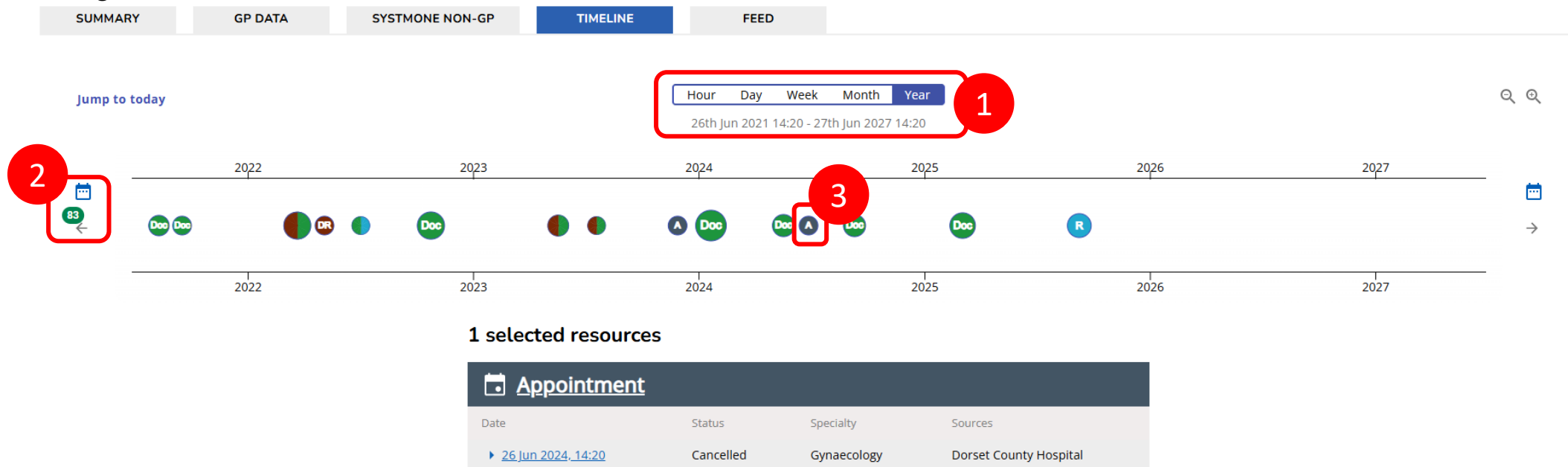
Date	Status	Specialty	Sources
18 Jul 2024, 16:00	Fulfilled	Not provided	The Rotherham NHS Foundation Trust
23 Jun 2024, 03:15	Booked	GENERAL MEDICINE	Fittleworth Medical
19 Mar 2024, 10:30	Fulfilled	Not provided	The Rotherham NHS Foundation Trust
18 Mar 2024, 11:00	Noshow	Not provided	The Rotherham NHS Foundation Trust
03 Jan 2024, 09:00	Cancelled	Not provided	SHEFFIELD CHILDRENS NHS FOUNDATION TRUST
12 Oct 2023, 09:00	Fulfilled	Not provided	York and Scarborough Teaching Hospitals NHS Foundation Trust

Other panels visible include 'Conditions' (4 active/inactive, 14 records overall) and 'Tasks' (0 in last 3 months, 0 records overall). A 'Flags' button with a red notification icon is located in the top right corner of the main content area.

3. Appointments can be seen on the Timeline tab

The **Timeline tab** provides a horizontal view of the data entries/records from all the panels. This display enables you to see where these records occurred relative to one another and may allow you to identify patterns.

The records show as **coloured circles**, where the colour corresponds to the colours used for the panels. The circle also includes initial letters which represent the panel for extra clarity. If more than one record has been added at the same time, the circles will show as a **bigger circle** for records from the same category or as a **cluster of multiple colours** for records from different categories.

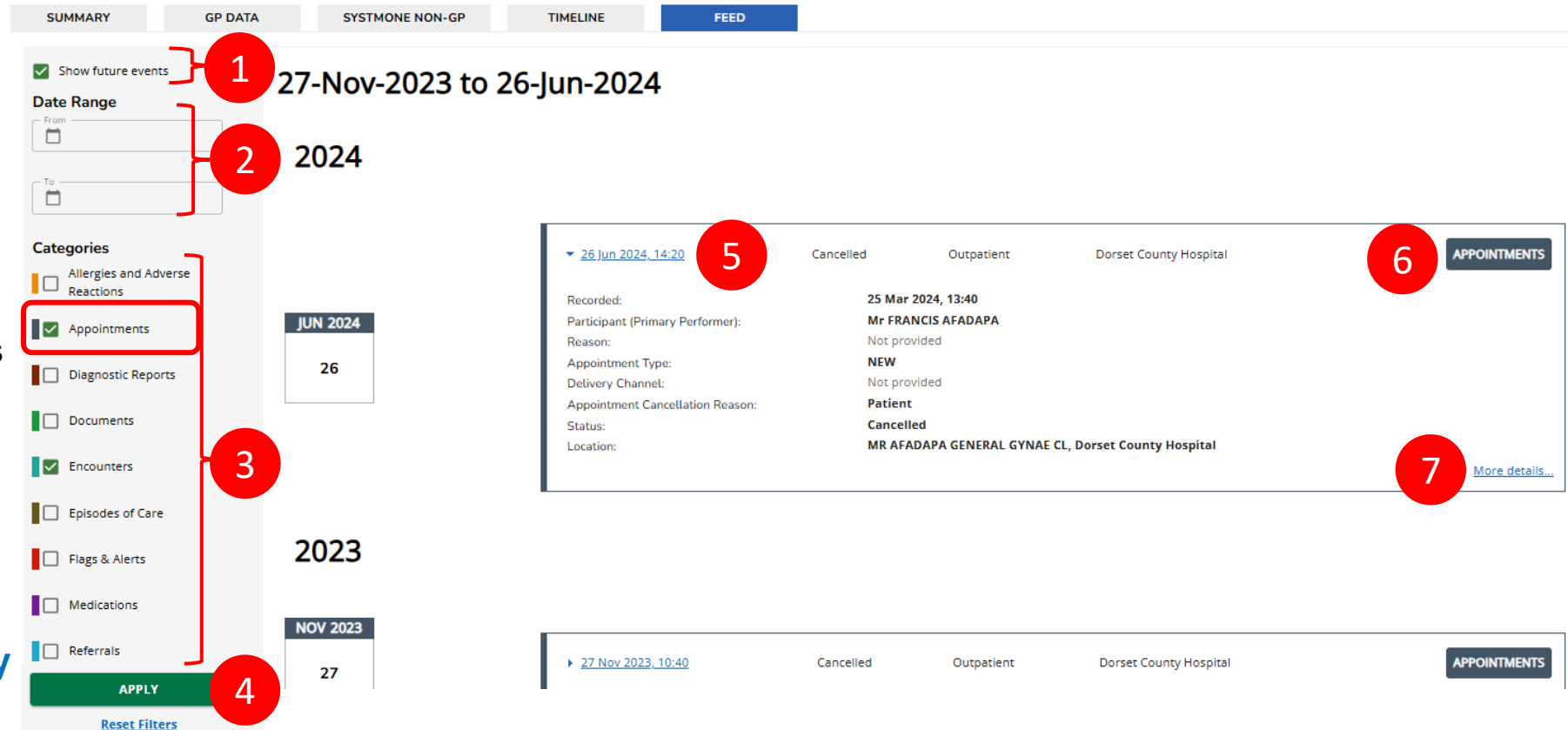


- 1 To see the records within a specific period, select your period e.g. hour, day, week, month or year.
- 2 If there are **no** records to display, change the selection or use the arrows either side of the timeline to view earlier or later records. The **green numbered circles** above the arrows show the number of records that fall outside the selected period.
- 3 Hover over or click on a circle/cluster to see the records it contains and see these listed underneath the timeline.

4. Appointments can be seen on the Feed tab (alongside Encounters)

The **Feed tab** provides a vertical chronological view of the data entries/records from all the panels. This display can be constrained to a certain date range, and/or filtered by category.

- 1 **'Show future events'** allows you to see upcoming appointments/records.
- 2 Select a **Date Range**.
- 3 Filter results - Deselect **Categories** not of interest.
- 4 Click **Apply** and see the results appear on the right.
- 5 Click the **blue arrow and description** for a summary of the entry.
- 6 Click on the **coloured category rectangle** to navigate to the panel table view.
- 7 Click **'More details'** for a pop-up of the panel lightbox view.



The screenshot displays the 'FEED' tab in the Dorset Care Record interface. On the left, a filter sidebar includes a 'Show future events' checkbox (checked), a 'Date Range' section with 'From' and 'To' date pickers, and a 'Categories' list with checkboxes for 'Allergies and Adverse Reactions', 'Appointments' (checked), 'Diagnostic Reports', 'Documents', 'Encounters', 'Episodes of Care', 'Flags & Alerts', 'Medications', and 'Referrals'. A green 'APPLY' button and a blue 'Reset Filters' link are at the bottom of the sidebar. The main area shows a date range of '27-Nov-2023 to 26-Jun-2024' and a calendar view with 'JUN 2024' and 'NOV 2023' highlighted. Below the calendar, a table of appointments is shown. The first entry is for '26 Jun 2024, 14:20', marked as 'Cancelled', 'Outpatient', at 'Dorset County Hospital'. It includes details such as 'Recorded: 25 Mar 2024, 13:40', 'Participant (Primary Performer): Mr FRANCIS AFADAPA', 'Reason: Not provided', 'Appointment Type: NEW', 'Delivery Channel: Not provided', 'Appointment Cancellation Reason: Patient', 'Status: Cancelled', and 'Location: MR AFADAPA GENERAL GYNAE CL, Dorset County Hospital'. A 'More details...' link is available for this entry. The second entry is for '27 Nov 2023, 10:40', also 'Cancelled', 'Outpatient', at 'Dorset County Hospital'. A 'More details...' link is also present for this entry.

Date	Status	Location	Category	More details...
26 Jun 2024, 14:20	Cancelled	Dorset County Hospital	APPOINTMENTS	More details...
27 Nov 2023, 10:40	Cancelled	Dorset County Hospital	APPOINTMENTS	More details...



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. The DCR Partners apply various levels of restrictions and sensitivities within their own systems, and the DCR displays the data as provided by the Partners.

The demographics information in the DCR is provided by the PDS (Personal Demographic System)/NHS Spine system.