



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**

Flags in the DCR

Flags and Alerts are terms used interchangeably within the NHS,
in the DCR they are referred to as Flags.



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

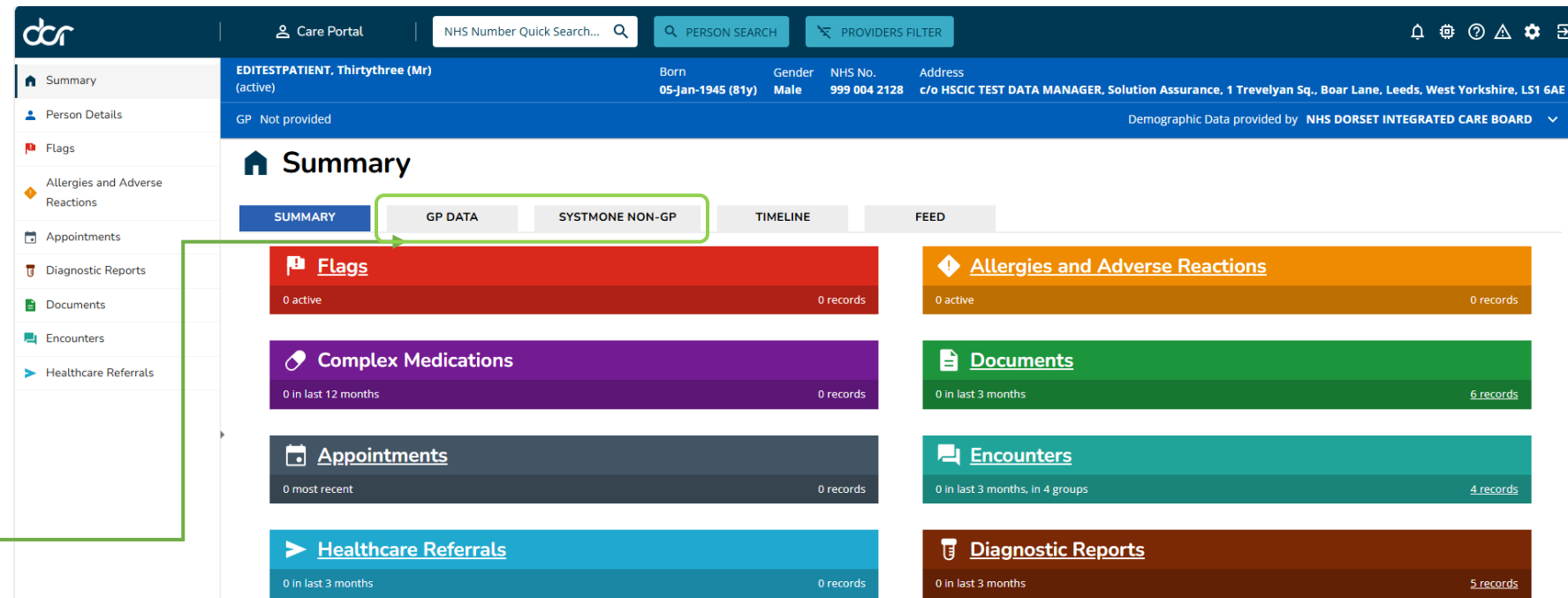
Flags information in the DCR

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

- Dorset Council (Adults data only)
- Dorset County Hospital
- NHS Dorset/GPs (Flags are shown as Problems in the GP system)
- Dorset HealthCare Community (Flags are shown as Problems in the DHC Community system)

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.

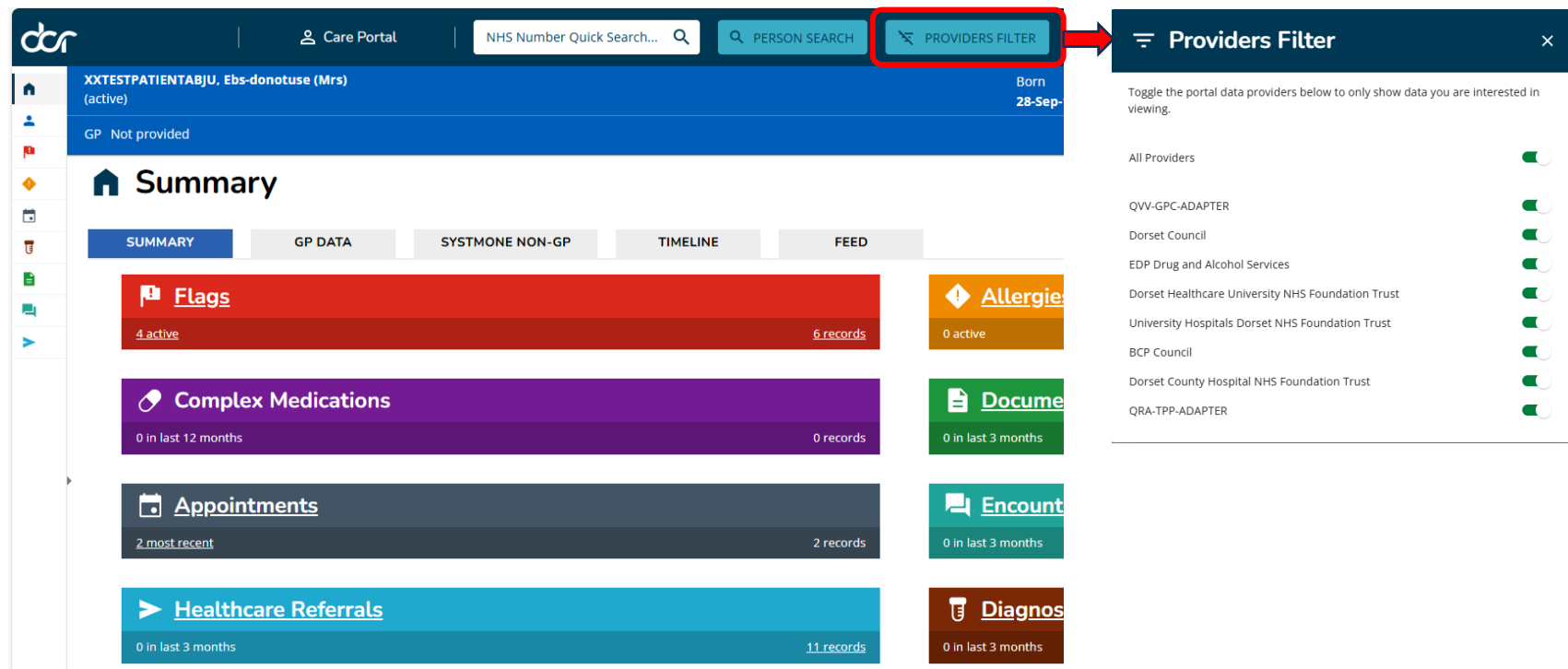
The GP and DHC Community are the exception to this, with the data from these organisations only available under the GP Data and SystmOne Non-GP tabs.



The screenshot displays the Dorset Care Record (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 the patient's summary, including birth date (05-Jan-1945), gender (Male), NHS number (999 004 2128), and address (c/o HSCIC TEST DATA MANAGER, Solution Assurance, 1 Trevelyan Sq., Boar Lane, Leeds, West Yorkshire, LS1 6AE). The summary is divided into tabs: SUMMARY, GP DATA, SYSTMONE NON-GP, TIMELINE, and FEED. The GP DATA tab is selected, showing a list of categories: Flags (0 active, 0 records), Complex Medications (0 in last 12 months, 0 records), Appointments (0 most recent, 0 records), and Healthcare Referrals (0 in last 3 months, 0 records). The SYSTMONE NON-GP tab is also visible, showing categories: Allergies and Adverse Reactions (0 active, 0 records), Documents (0 in last 3 months, 6 records), Encounters (0 in last 3 months, in 4 groups, 4 records), and Diagnostic Reports (0 in last 3 months, 5 records). A green box highlights the GP DATA and SYSTMONE NON-GP tabs, and a green line connects the text in the left sidebar to these tabs.

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

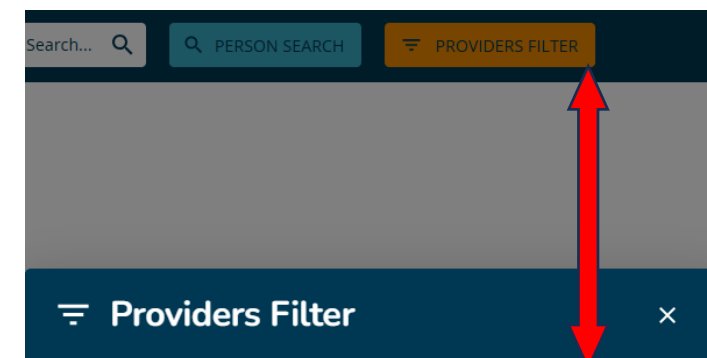
1 The **Providers Filter**  displays all the data provider organisations sending data in the DCR for a particular record.



The screenshot shows the DCR interface for a patient record. The top navigation bar includes the DCR logo, 'Care Portal', a search bar, and buttons for 'PERSON SEARCH' and 'PROVIDERS FILTER'. The 'PROVIDERS FILTER' button is highlighted with a red box and an arrow pointing to a detailed view of the filter. The main content area shows a patient summary for 'XXTESTPATIENTABJU, Ebs-donotuse (Mrs)' with tabs for 'SUMMARY', 'GP DATA', 'SYSTMONE NON-GP', 'TIMELINE', and 'FEED'. The 'SUMMARY' tab is active, showing sections for '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.

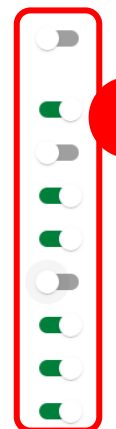
Please note the **Provider Filter** resets automatically to **All Providers** when you enter a new record.



The screenshot shows the 'Providers Filter' panel. It has a search bar, 'PERSON SEARCH', and 'PROVIDERS FILTER' buttons. Below 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). A red arrow points to the 'PROVIDERS FILTER' button, which is highlighted in orange/amber.

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

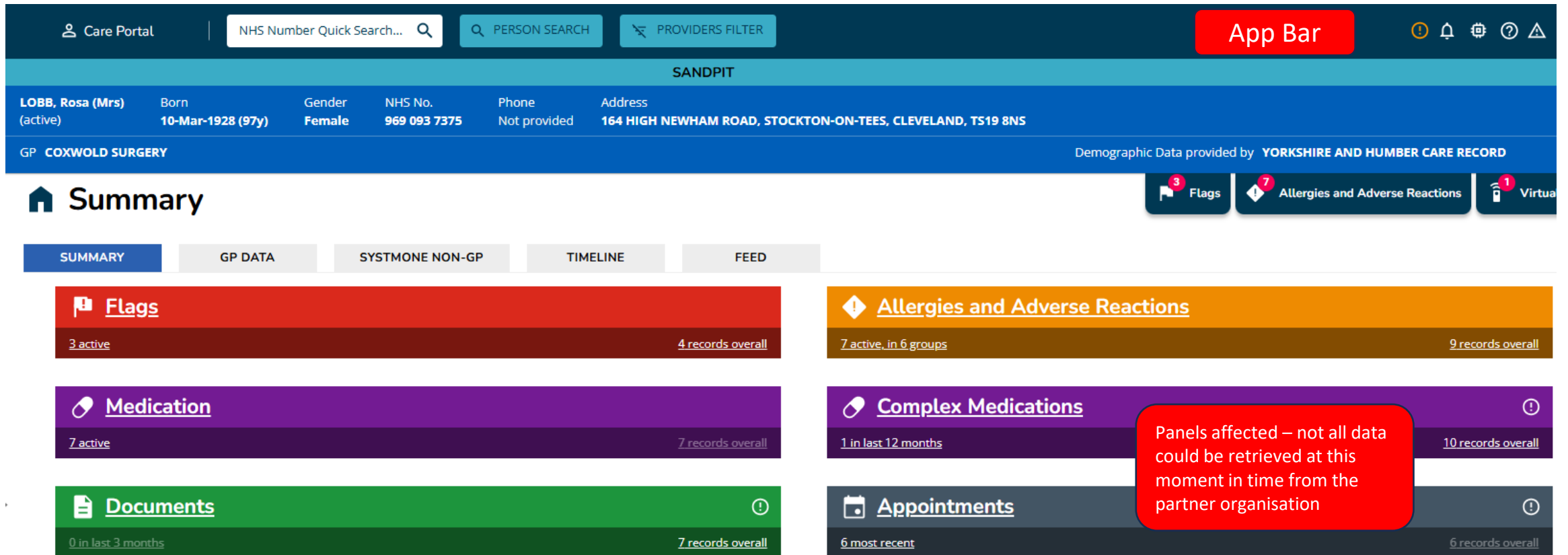


Error warning when data cannot be retrieved from the provider organisations

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 Flags data in the DCR

4. Use the GP Data tab to see problems as registered by Dorset or Hampshire GPs

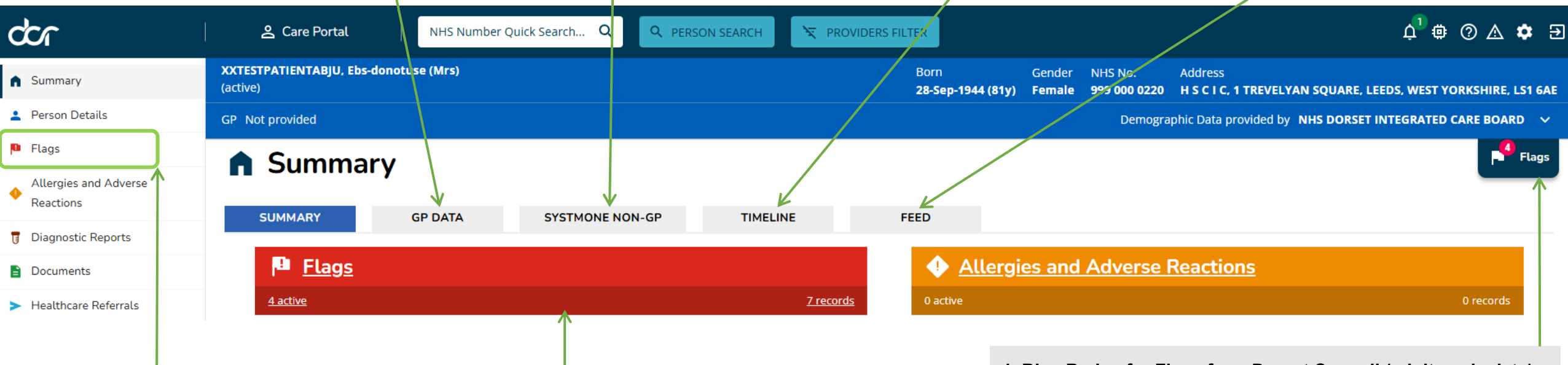
This data is only available here and is not amalgamated within the panels, Sidebar tables or other tabs.

5. Use the SystmOne Non-GP tab to see problems as registered by Dorset HealthCare Community

This data is only available here and is not amalgamated within the panels, Sidebar tables or other tabs.

6. Use the Timeline tab for a horizontal view of a person's data from Dorset Council (adults' data only) and Dorset County Hospital. It's helpful for identifying patterns.

7. Use the Feed tab for a vertical chronological view of a person's data from Dorset Council (adults' data only) and Dorset County Hospital.



2. Sidebar: Panel header

Click on panel header to see the flags data from Dorset Council (adults' data only) and Dorset County Hospital in a table.

3. Summary tab: Flags panel

Click on the underlined panel name to see the data from Dorset Council (adults' data only) and Dorset County Hospital in a table or filter underneath by active or overall.

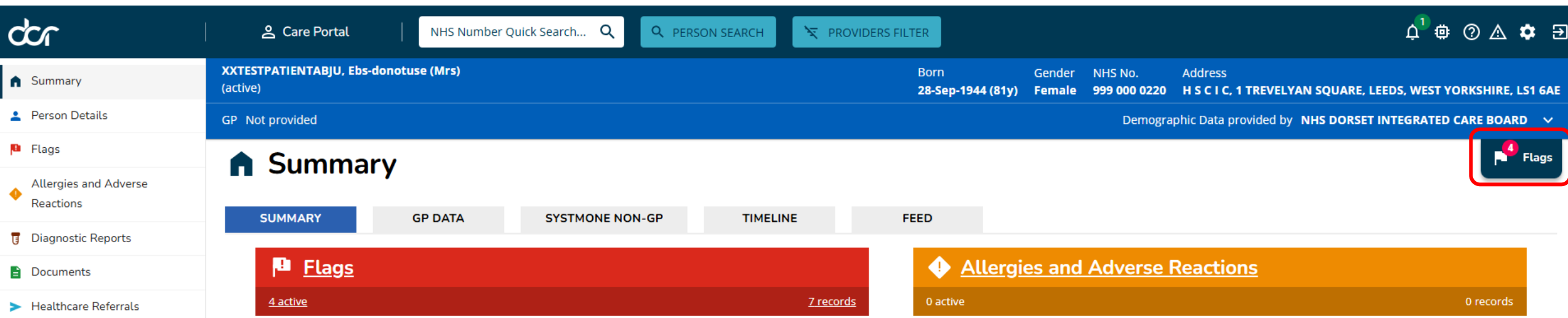
1. Blue Badge for Flags from Dorset Council (adults only data) and Dorset County Hospital

Click on the blue badge to go to the detailed table (also shown by the panel header in the Sidebar and panel name in the panel). The blue badge shows the number of active flags within the red circle and the badge continues to show as you move within the record.

1. Blue badge for Flags

If a person's record has **active flags** (which should be displayed to a user of the system to alert them to pertinent information), this will create a **blue badge** at the top of the **Summary screen** underneath the patient banner. In the DCR, blue badges can be created by active information from the acute hospitals in the following 2 categories – Flags and Allergies and Adverse Reactions. *Always check the GP Data and Systmone Non-GP/Community tabs for additional data recorded by the GP and DHC Community as this data is not currently available under Blue Badges.*

If there is **no active** information to show, the badge will **not** be visible – for example, there is no badge for Allergies and Adverse Reactions showing in the screenshot below.



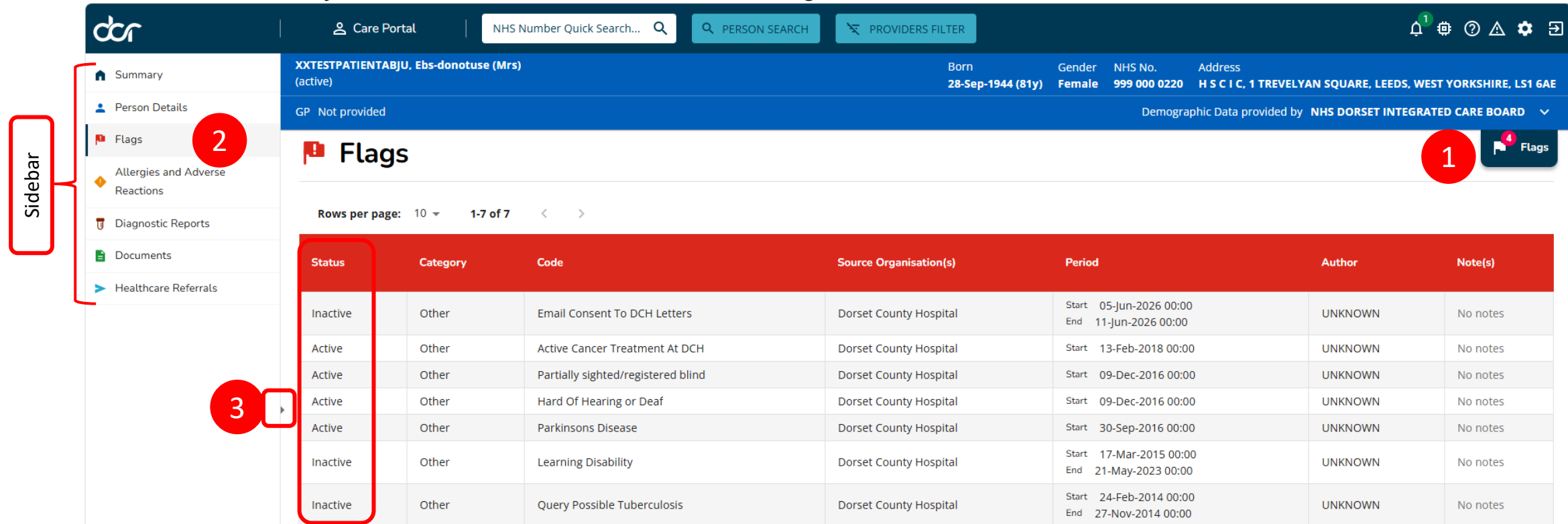
The screenshot displays the Dorset Care Record (DCR) interface. At the top, there's a navigation bar with the DCR logo, a 'Care Portal' link, a search bar, and buttons for 'PERSON SEARCH' and 'PROVIDERS FILTER'. The patient banner shows the name 'XXTESTPATIENTABJU, Ebs-donotuse (Mrs)' with a status of '(active)'. Below the banner, a row of tabs includes 'SUMMARY', 'GP DATA', 'SYSTMONE NON-GP', 'TIMELINE', and 'FEED'. The 'SUMMARY' tab is currently selected. On the left sidebar, the 'Flags' link is highlighted. On the right side of the 'SUMMARY' tab, a blue badge with a red circle containing the number '4' and the text 'Flags' is visible. Below the tabs, there are two main sections: 'Flags' (red background) showing '4 active' and '7 records', and 'Allergies and Adverse Reactions' (orange background) showing '0 active' and '0 records'.

The blue badge will also show within a red circle the number of **active** data entries e.g. 4 active flags for this person.

The badge will remain visible underneath the patient banner as you navigate between the tabs.

2. Blue badge & Sidebar panel header: A table view

- 1 Click on the **Flags blue badge** to see the data in the DCR.
- 2 This will bring up the same table which can also be accessed by clicking on **Flags** in the left side menu (known as the Sidebar). The table will show both active and inactive information, where available (see column Status), not just the active information as indicated by the numbered circle on the blue badge.



Flags

Rows per page: 10 1-7 of 7

Status	Category	Code	Source Organisation(s)	Period	Author	Note(s)
Inactive	Other	Email Consent To DCH Letters	Dorset County Hospital	Start 05-Jun-2026 00:00 End 11-Jun-2026 00:00	UNKNOWN	No notes
Active	Other	Active Cancer Treatment At DCH	Dorset County Hospital	Start 13-Feb-2018 00:00	UNKNOWN	No notes
Active	Other	Partially sighted/registered blind	Dorset County Hospital	Start 09-Dec-2016 00:00	UNKNOWN	No notes
Active	Other	Hard Of Hearing or Deaf	Dorset County Hospital	Start 09-Dec-2016 00:00	UNKNOWN	No notes
Active	Other	Parkinsons Disease	Dorset County Hospital	Start 30-Sep-2016 00:00	UNKNOWN	No notes
Inactive	Other	Learning Disability	Dorset County Hospital	Start 17-Mar-2015 00:00 End 21-May-2023 00:00	UNKNOWN	No notes
Inactive	Other	Query Possible Tuberculosis	Dorset County Hospital	Start 24-Feb-2014 00:00 End 27-Nov-2014 00:00	UNKNOWN	No notes

- 3 Use the arrow to collapse the **Sidebar** and have a better/enlarged view of the table.

Sorting the table

Sidebar collapsed/slimline

XXTESTPATIENTABJU, Ebs-donotuse (Mrs)
(active)

Born

28-Sep-1944 (81y)

Gender

Female

NHS No.

999 000 0220

Address

H S C I C, 1 TREVELYAN SQUARE, LEEDS, WEST YORKSHIRE, LS1 6AE

GP

Not provided

Demographic Data provided by

NHS DORSET INTEGRATED CARE BOARD

Flags

4

Rows per page: 10

1-7 of 7

Status	Category	Code	Source Organisation(s)	Period	Author	Note(s)
Inactive	Other	Query Possible Tuberculosis	Dorset County Hospital	Start 24-Feb-2014 00:00 End 27-Nov-2014 00:00	UNKNOWN	No notes
Inactive	Other	Learning Disability	Dorset County Hospital	Start 17-Mar-2015 00:00 End 21-May-2023 00:00	UNKNOWN	No notes
Active	Other	Parkinsons Disease	Dorset County Hospital	Start 30-Sep-2016 00:00	UNKNOWN	No notes
Active	Other	Partially sighted/registered blind	Dorset County Hospital	Start 09-Dec-2016 00:00	UNKNOWN	No notes
Active	Other	Hard Of Hearing or Deaf	Dorset County Hospital	Start 09-Dec-2016 00:00	UNKNOWN	No notes
Active	Other	Active Cancer Treatment At DCH	Dorset County Hospital	Start 13-Feb-2018 00:00	UNKNOWN	No notes
Inactive	Other	Email Consent To DCH Letters	Dorset County Hospital	Start 05-Jun-2026 00:00 End 11-Jun-2026 00:00	UNKNOWN	No notes

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 displays the group of active flags first and then the group of inactive flags, but it can be sorted by **Period** i.e. start date. This orders the dates in ascending or descending order. As outlined before, the Providers Filter can also be used to filter by Provider.

Table column headers glossary

- Message** = a statement of what the flag is e.g. missing person, diabetic, allergic to penicillin, aggressive behaviour
- Period** = this shows the onset/recorded date for the flag and the end/resolution date if available
- Category** = this displays 1 of the possible 6 flag classifications within the DCR: (1) legal status of patient, (2) risk to other, (3) risk to self, (4) risk to self & others, (5) safeguarding concern and (6) other
- Author** = this shows who recorded this flag in the source (provider) organisation
- Status** = this displays the active or inactive status of the flag. If any flags have been entered in error, this will also be shown here.
- Source Organisation(s)** = this shows the source partner where the flag is recorded

A lightbox view for each flag in the table



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

7

TESTPATIENTABJU, Ebs-donotuse (Mrs)

GP Not provided

Flags

Rows per page: 10 1-7 of 7

Status	Category	Code
Inactive	Other	Query P
Inactive	Other	Learnin
Active	Other	Parkins
Active	Other	Partially
Active	Other	Hard O
Active	Other	Active C
Inactive	Other	Email C

Flags

Status: Active

Category: Other

Code: Parkinsons Disease

Source Organisation(s): Dorset County Hospital

Period: Start 30-Sep-2016 00:00

Author: UNKNOWN

Note(s): No notes

7 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.

3. Flags Panel on the Summary screen

XXTESTPATIENTABJU, Ebs-donotuse (Mrs)
(active)

Born
28-Sep-1944 (81y)

Gender
Female

NHS No.
999 000 0220

Address
H S C I C, 1 TREVELYAN SQUARE, LEEDS, WEST YORKSHIRE, LS1 6AE

GP Not provided

Demographic Data provided by NHS DORSET INTEGRATED CARE BOARD

Summary

SUMMARYGP DATASYSTMONE NON-GPTIMELINEFEED

Flags

4 active7 records

Flags

4 active7 records

Status	Category	Code	Source Organisation(s)
Active	Other	Active Cancer Treatment At DCH	Dorset County Hospital
Active	Other	Partially sighted/registered blind	Dorset County Hospital
Active	Other	Hard Of Hearing or Deaf	Dorset County Hospital
Active	Other	Parkinsons Disease	Dorset County Hospital

Flags

4 active7 records

Status	Category	Code	Source Organisation(s)
Inactive	Other	Email Consent To DCH Letters	Dorset County Hospital
Active	Other	Active Cancer Treatment At DCH	Dorset County Hospital
Active	Other	Partially sighted/registered blind	Dorset County Hospital
Active	Other	Hard Of Hearing or Deaf	Dorset County Hospital
Active	Other	Parkinsons Disease	Dorset County Hospital
Inactive	Other	Learning Disability	Dorset County Hospital
Inactive	Other	Query Possible Tuberculosis	Dorset County Hospital

Allergies and Adverse Reactions

0 active0 records

1

Clicking on the panel name takes you to the same table view of information as from the **Sidebar panel header**.

2

Underneath the panel header, click on the number of **active** or **overall records**.

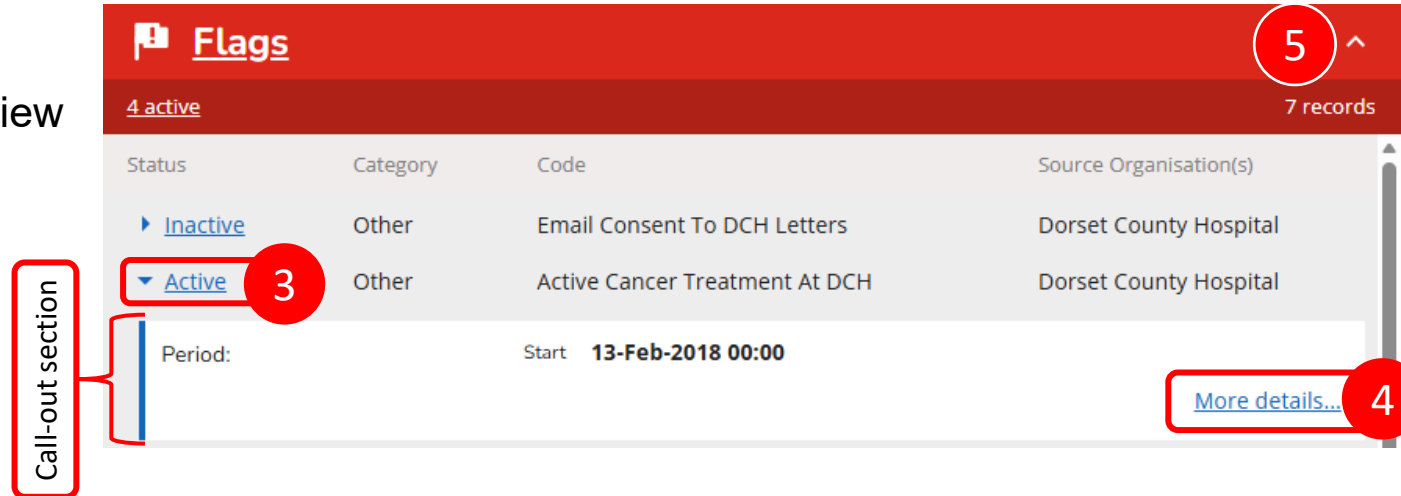
- If only the active records are available to click on, this means that there are only active records, with no inactive records.
- If only the overall records are available to click on, that's because there are no active records, only inactive are available.
- With both available to click on, as we can see from this example, Flags has both active and inactive records.

Panel information and 'More details' link to lightbox view

3 Click on an **active or inactive flag** 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**.



Status	Category	Code	Source Organisation(s)
Inactive	Other	Email Consent To DCH Letters	Dorset County Hospital
Active	Other	Active Cancer Treatment At DCH	Dorset County Hospital

Call-out section

Period: Start 13-Feb-2018 00:00

[More details...](#)

4. Flags from the GP Surgery on the GP Data tab

Flags can be found under Problems on the GP Data tab. You can filter the **GP data** by date by selecting a Date Range.

Summary

SUMMARYGP DATASYSTMONE NON-GPTIMELINEFEED

Date Range

From

To

Person Demographic Check

Medical Record Summary

Problems

Clinical report

Observations

Encounter report

Clinical Administration

Immunisations

Referral details

Medication Record

Allergies & Reactions

Problems

Problems

Problems and Issues

Active Problems and Issues

All relevant items

Start Date	Entry	Significance	Details
25-Apr-2018	Lower back pain	Minor	
01-May-2015	Type II Diabetes mellitus	Major	Diabetes type II blood glucose management

Major Inactive Problems and Issues

All relevant items

Start Date	End Date	Entry	Significance	Details
01-Mar-2006	03-Aug-2010	Essential hypertension	Major	

Other Inactive Problems and Issues

All relevant items

Start Date	End Date	Entry	Significance	Details
03-Sep-1978	15-Sep-1978	Conjunctivitis	Minor	
04-Aug-1958	14-Oct-1958	Fracture of Clavicle	Minor	Fell off bicycle

5. Flags from DHC Community on the SystmOne Non-GP Data tab



Flags can be found under Problems on the SystmOne Non-GP Data tab.

Summary

SUMMARYGP DATASYSTMONE NON-GPTIMELINE

Medical Record Summary

Problems

Clinical report

Observations

Encounter report

Clinical Administration

Immunisations

Referral details

Medication Record

Allergies & Reactions

Could not find any SystmOne Non-GP documents, please try again.

6. Flags 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.

SUMMARY

GP DATA

SYSTMONE NON-GP

TIMELINE

FEED

Jump to today

Hour Day Week Month Year

16th Sep 2013 00:00 - 16th Sep 2019 00:00

2014

2015

2016

2017

2018

2019

65

F

F

R R

F

F

R

2014

2015

2016

2017

2018

2019

2

7

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.

2 selected resources

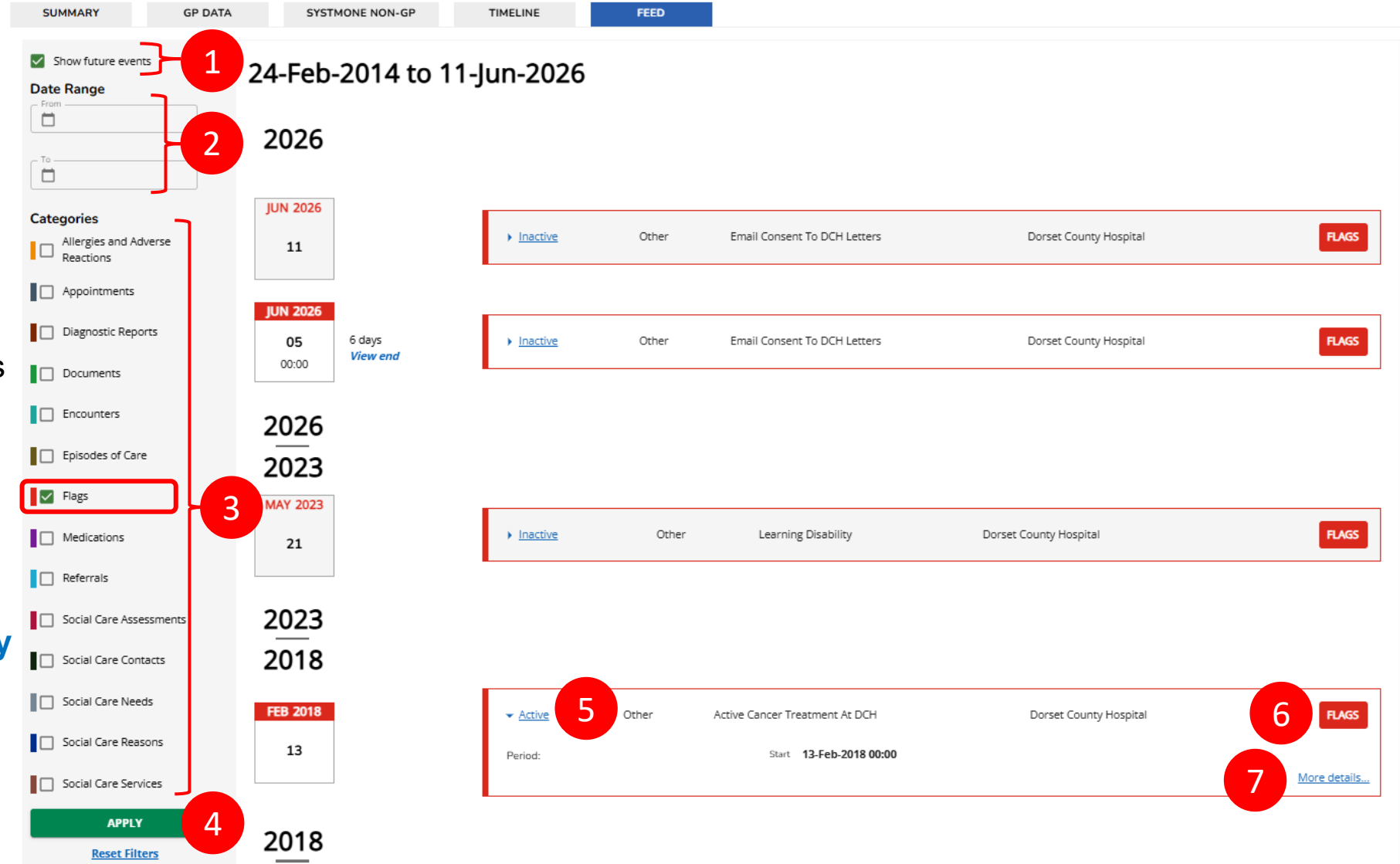
Flags			
Status	Category	Code	Source Organisation(s)
Active	Other	Parkinsons Disease	Dorset County Hospital

Healthcare Referral			
Date Authored	Status	Type	Source of Data
01-Sep-2016 00:00	Completed	Rheumatology	Dorset County Hospital

7. Flags can be seen on the Feed tab

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 interface. On the left, a filter sidebar contains the following elements:

- 1** A checkbox labeled 'Show future events' which is checked.
- 2** A 'Date Range' section with 'From' and 'To' date pickers.
- 3** A 'Categories' list with checkboxes for: Allergies and Adverse Reactions, Appointments, Diagnostic Reports, Documents, Encounters, Episodes of Care, **Flags** (checked), Medications, Referrals, Social Care Assessments, Social Care Contacts, Social Care Needs, Social Care Reasons, and Social Care Services.
- 4** A green 'APPLY' button and a blue 'Reset Filters' link.

The main feed area shows a vertical timeline of events:

- 24-Feb-2014 to 11-Jun-2026**: A date range selector.
- 2026**: A year selector.
- JUN 2026**: A month/year selector showing '11'.
- JUN 2026 05 00:00**: A specific event entry with a '6 days View end' link.
- 2026 2023**: Year selectors.
- MAY 2023 21**: A month/year selector showing '21'.
- 2023 2018**: Year selectors.
- FEB 2018 13**: A month/year selector showing '13'.
- 2018**: A year selector.

The feed displays four event entries, each with a 'FLAGS' button:

- Entry 1**: Inactive, Other, Email Consent To DCH Letters, Dorset County Hospital.
- Entry 2**: Inactive, Other, Email Consent To DCH Letters, Dorset County Hospital.
- Entry 3**: Inactive, Other, Learning Disability, Dorset County Hospital.
- Entry 4**: Active, Other, Active Cancer Treatment At DCH, Dorset County Hospital. This entry includes a 'Period:' field with 'Start 13-Feb-2018 00:00' and a **7** 'More details...' link.



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.