



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



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

Referrals information in the DCR

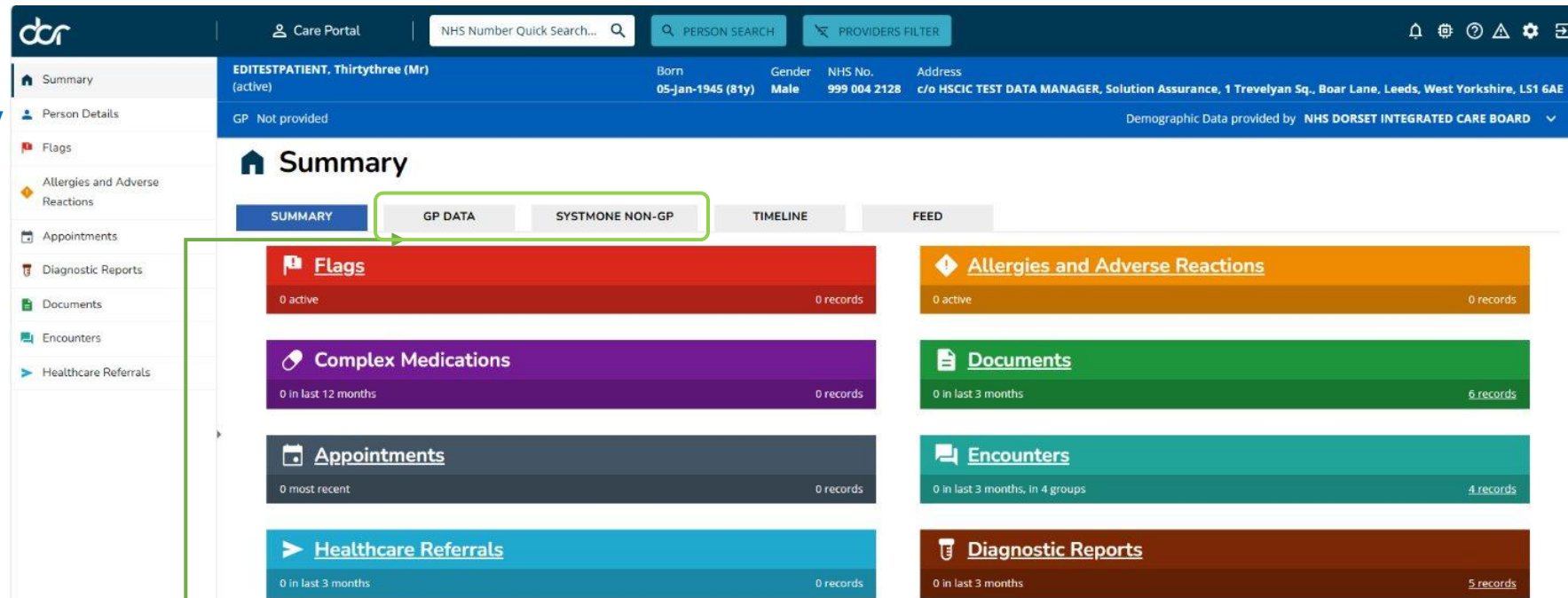
Please note that although the referrals category in the DCR is currently presented as **Healthcare Referrals**, this title is to be changed soon to just **Referrals** as the referrals category in the DCR includes both healthcare and social care referrals.

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

- Dorset Council (Adults & Children)
- Substance Misuse Services
- Dorset County Hospital
- NHS Dorset/GP practices
- Dorset HealthCare Community

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.



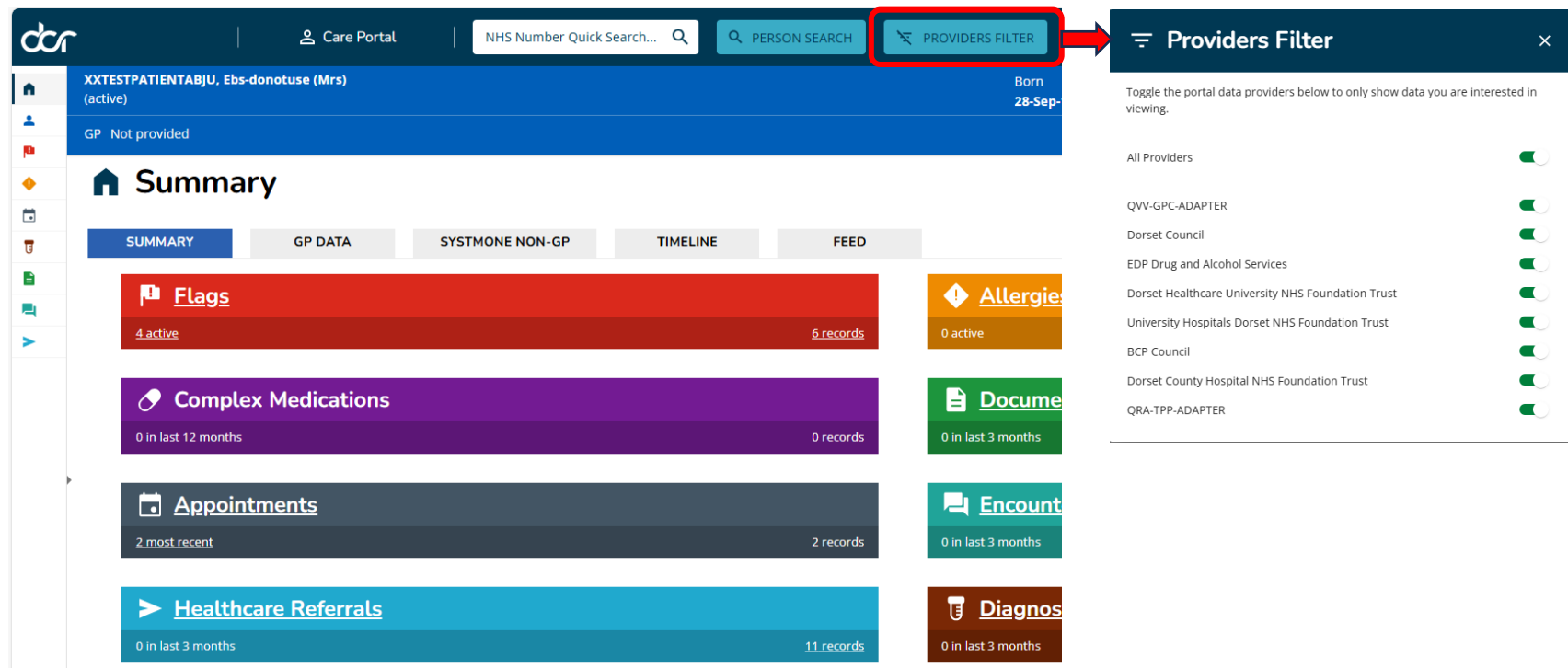
The screenshot displays the Dorset Care Record (DCR) interface for a patient named EDITESTPATIENT, Thirtythree (Mr). The interface includes a top navigation bar with a search bar and filters. The main content area shows a summary of the patient's data, categorized into tabs: SUMMARY, GP DATA, SYSTMONE NON-GP, TIMELINE, and FEED. The SUMMARY tab is currently selected, showing various data categories with their respective record counts:

Category	Records
Flags	0 active, 0 records
Complex Medications	0 in last 12 months, 0 records
Appointments	0 most recent, 0 records
Healthcare Referrals	0 in last 3 months, 0 records
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
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 this box to the text below.

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

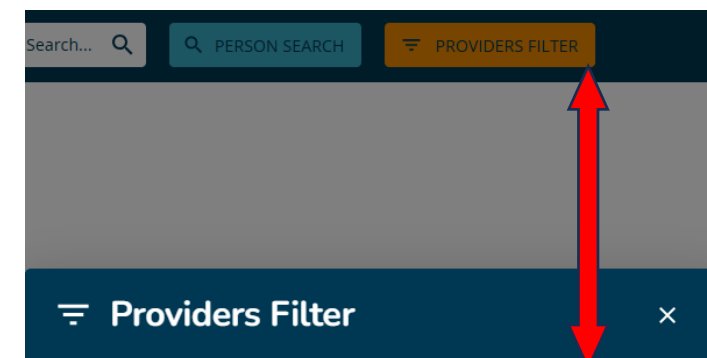
1 The **Providers Filter**  displays all the data provider organisations sending data in the DCR for a particular record.



The screenshot shows the Dorset Care Record interface. The top navigation bar includes the DCR logo, a 'Care Portal' link, an 'NHS Number Quick Search...' field, and buttons for 'PERSON SEARCH' and 'PROVIDERS FILTER'. The 'PROVIDERS FILTER' button is highlighted with a red box and a red arrow pointing to a detailed 'Providers Filter' panel on the right. 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, displaying various data points like 'Flags', 'Complex Medications', 'Appointments', 'Healthcare Referrals', 'Allergies', 'Documents', 'Encounters', and 'Diagnoses'.

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.

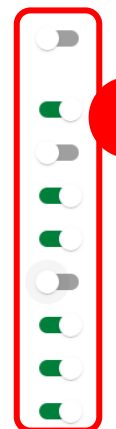
Please note the **Provider Filter** resets automatically to **All Providers** when you enter a new record.



This 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', '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', and 'QRA-TPP-ADAPTER'. A red double-headed arrow points from the 'PROVIDERS FILTER' button in the top navigation bar to this panel.

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

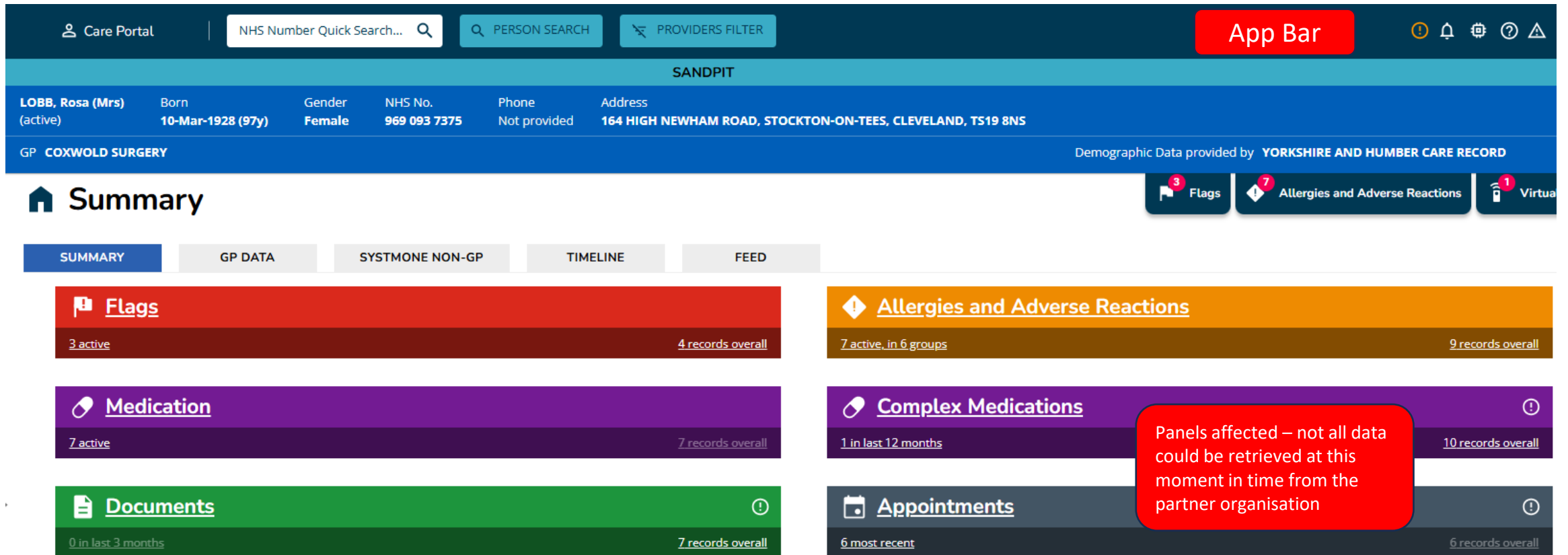


Error warning when data cannot be retrieved from the provider organisations

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 displays the DCR interface for a patient named LOBB, Rosa (Mrs). The top navigation bar includes a search bar, 'PERSON SEARCH', 'PROVIDERS FILTER', and an 'App Bar' with a yellow error warning icon. The patient's demographic information is shown below the search bar. The main content area is titled 'Summary' and includes tabs for 'SUMMARY', 'GP DATA', 'SYSTEMONE NON-GP', 'TIMELINE', and 'FEED'. The 'SUMMARY' tab is active, showing six panels: 'Flags', 'Allergies and Adverse Reactions', 'Medication', 'Complex Medications', 'Documents', and 'Appointments'. Each panel displays a count of active records and a link to view all records. A red callout box highlights the error warning icon in the top right corner of the 'Complex Medications' and 'Appointments' panels, stating: 'Panels affected – not all data could be retrieved at this moment in time from the partner organisation'.

Panel	Active Records	Overall Records	Error Warning
Flags	3 active	4 records overall	No
Allergies and Adverse Reactions	7 active, in 6 groups	9 records overall	No
Medication	7 active	7 records overall	No
Complex Medications	1 in last 12 months	10 records overall	Yes
Documents	0 in last 3 months	7 records overall	No
Appointments	6 most recent	6 records overall	Yes

Where to find Referrals data in the DCR

3. Use the GP Data tab to see the referrals registered by Dorset or Hampshire GPs

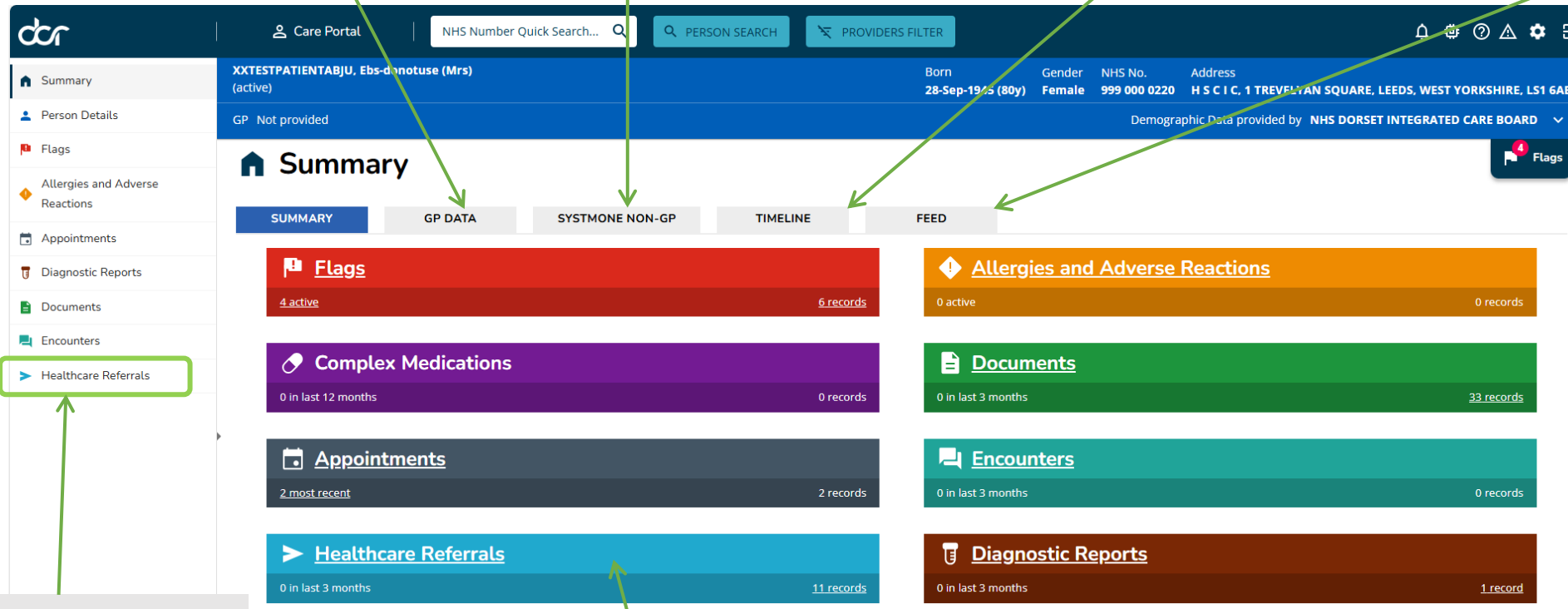
This data is only available here and is not amalgamated within the panels, Sidebar tables or other tabs.

4. Use the SystmOne Non-GP tab to see the referrals registered by Dorset HealthCare Community

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

5. Use the Timeline tab for a horizontal view of a person's data. It's helpful for identifying patterns.

6. Use the Feed tab for a vertical chronological view of a person's data.



1. Sidebar: Panel header

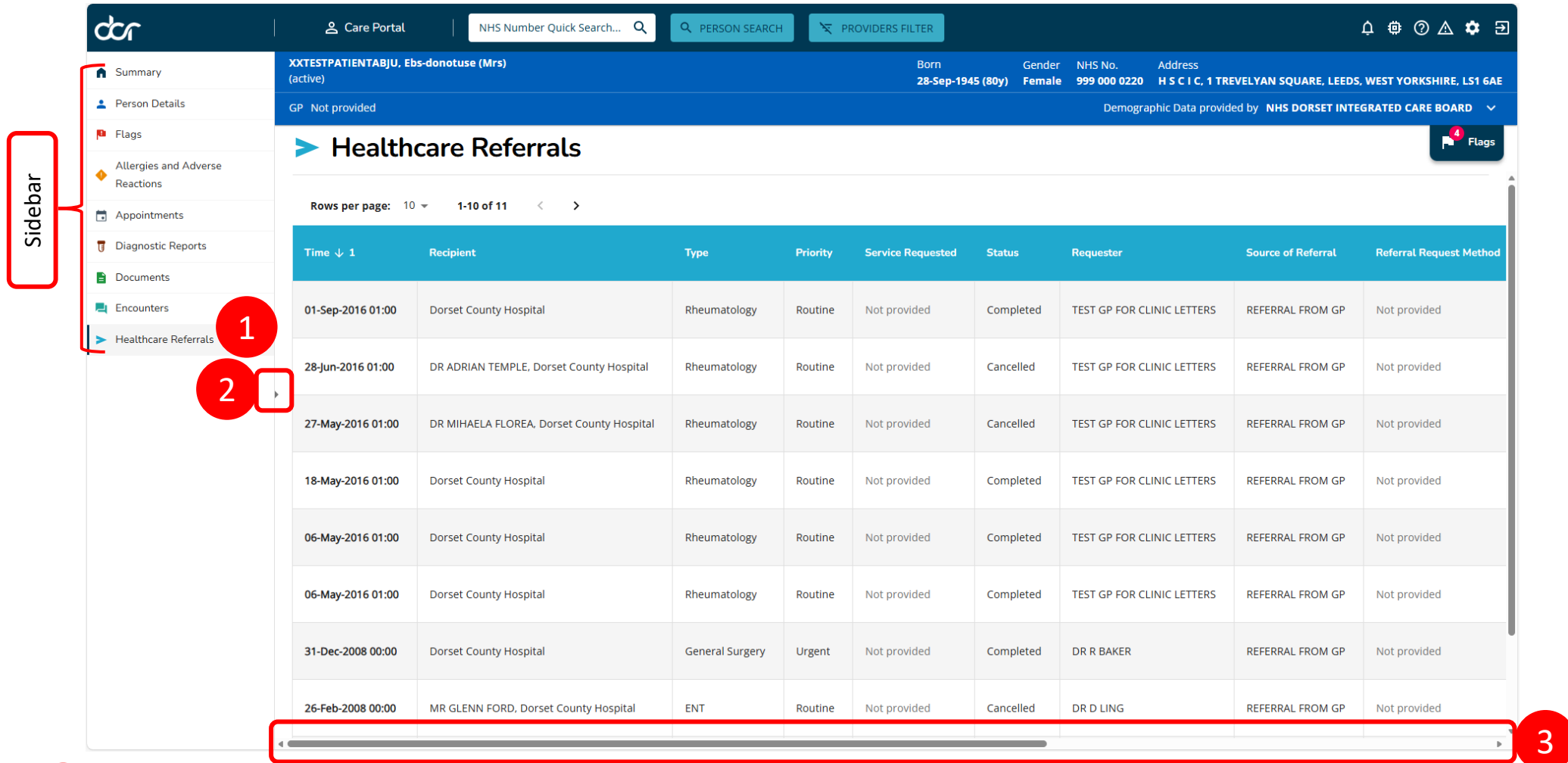
Click on panel header to see the referrals data in a table.

2. Summary tab: Referrals panel

Click on the underlined panel name to see the data in a table or filter underneath by active or overall.

1. Sidebar panel header: A table view

1 Click on **Referrals** in the Sidebar to see a table view of the referrals data.



Healthcare Referrals

Rows per page: 10 1-10 of 11

Time	Recipient	Type	Priority	Service Requested	Status	Requester	Source of Referral	Referral Request Method
01-Sep-2016 01:00	Dorset County Hospital	Rheumatology	Routine	Not provided	Completed	TEST GP FOR CLINIC LETTERS	REFERRAL FROM GP	Not provided
28-Jun-2016 01:00	DR ADRIAN TEMPLE, Dorset County Hospital	Rheumatology	Routine	Not provided	Cancelled	TEST GP FOR CLINIC LETTERS	REFERRAL FROM GP	Not provided
27-May-2016 01:00	DR MIHAELA FLOREA, Dorset County Hospital	Rheumatology	Routine	Not provided	Cancelled	TEST GP FOR CLINIC LETTERS	REFERRAL FROM GP	Not provided
18-May-2016 01:00	Dorset County Hospital	Rheumatology	Routine	Not provided	Completed	TEST GP FOR CLINIC LETTERS	REFERRAL FROM GP	Not provided
06-May-2016 01:00	Dorset County Hospital	Rheumatology	Routine	Not provided	Completed	TEST GP FOR CLINIC LETTERS	REFERRAL FROM GP	Not provided
06-May-2016 01:00	Dorset County Hospital	Rheumatology	Routine	Not provided	Completed	TEST GP FOR CLINIC LETTERS	REFERRAL FROM GP	Not provided
31-Dec-2008 00:00	Dorset County Hospital	General Surgery	Urgent	Not provided	Completed	DR R BAKER	REFERRAL FROM GP	Not provided
26-Feb-2008 00:00	MR GLENN FORD, Dorset County Hospital	ENT	Routine	Not provided	Cancelled	DR D LING	REFERRAL FROM GP	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 referrals table and headings

Context	Reason	Note	Source Organisation(s)
Not provided	FOR A SPECIFIC PROCEDURE	Discharge date = 01-Sep-2016; Referral ID = 01643133 Outcome = TREATMENT COMPLETE; Reason = Provider Ordered	Dorset County Hospital
Not provided	FOR A SPECIFIC PROCEDURE	Discharge date = 28-Jun-2016; Referral ID = 01623590 Outcome = APPOINTMENT NOT REQUIRED; Reason = Provider Ordered	Dorset County Hospital
Not provided	FOR A SPECIFIC PROCEDURE	Discharge date = 25-Jul-2016; Referral ID = 01613744 Outcome = APPOINTMENT NOT REQUIRED; Reason = Provider Ordered	Dorset County Hospital

Sorting the table

Side bar collapsed/slimline

XXTESTPATIENTABJU, Ebs-donotuse (Mrs)
(active) Born 28-Sep-1945 (80y)
GP Not provided

Healthcare Referrals

Rows per page: 10 1-10 of 11

4

Time ↓ 1	5	Recipient	Type	Priority	Service Requested	Status	Requester
01-Sep-2016 01:00		Dorset County Hospital	Rheumatology	Routine	Not provided	Completed	TEST GP FOR CLIN
28-Jun-2016 01:00		DR ADRIAN TEMPLE, Dorset County Hospital	Rheumatology	Routine	Not provided	Cancelled	TEST GP FOR CLIN
27-May-2016 01:00		DR MIHAELA FLOREA, Dorset County Hospital	Rheumatology	Routine	Not provided	Cancelled	TEST GP FOR CLIN
18-May-2016 01:00		Dorset County Hospital	Rheumatology	Routine	Not provided	Completed	TEST GP FOR CLIN

- 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. As outlined before, the Providers Filter can also be used to filter by Provider.

A lightbox view for each referral

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

8

GP Not provided

Healthcare Referrals

Rows per page: 10 1-10 of 11

Time ↓ 1	Recipient
01-Sep-2016 01:00	Dorset County Hospital
28-Jun-2016 01:00	DR ADRIAN TEMPLE, Dorset Co
27-May-2016 01:00	DR MIHAELA FLOREA, Dorset Co
18-May-2016 01:00	Dorset County Hospital
06-May-2016 01:00	Dorset County Hospital
06-May-2016 01:00	Dorset County Hospital

6

Healthcare Referral

Time: 01-Sep-2016 01:00

Recipient: Dorset County Hospital

Type: Rheumatology

Priority: Routine

Service Requested: Not provided

Status: Completed

Requester: TEST GP FOR CLINIC LETTERS

Source of Referral: REFERRAL FROM GP

Referral Request Method: Not provided

Context: Not provided

Reason: FOR A SPECIFIC PROCEDURE

Note: Discharge date = 01-Sep-2016; Referral ID = 01643133
Outcome = TREATMENT COMPLETE; Reason = Provider Ordered

Source Organisation(s): Dorset County Hospital

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

8 Click on **Summary** in the Sidebar to return to the Summary screen.

- 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 **records from the last 3 months** or **overall records**.
 - If only records from the last 3 months are available to click on, this means that these are the only records available.
 - If only the overall records are available to click on, that's because there are no records from the last 3 months.

Panel information and 'More details' link to lightbox view

- Click on a **blue arrow date and time stamp** to expand the view and see more detail in the 'call-out' section.
- 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.
- To minimise/collapse the panel, click the **up arrow**.

> Healthcare Referrals

0 in last 3 months 11 records

Date Authored	Status	Type	Source of Data
▼ 01-Sep-2016 01:00	Completed	Rheumatology	Dorset County Hospital
Recipient: Dorset County Hospital Priority: Routine Source of Referral: REFERRAL FROM GP Referral Request Method: Not provided Service Requested: Not provided Context: Not provided Requester: TEST GP FOR CLINIC LETTERS Reason: FOR A SPECIFIC PROCEDURE			
▶ 28-Jun-2016 01:00	Cancelled	Rheumatology	Dorset County Hospital

3. Referrals from the GP Surgery on the GP Data tab

Summary

SUMMARY

GP DATA

SYSTMONE NON-GP

TIMELINE

Date Range

From

To

Referral details

Could not find any GP connect documents, please try again.

Person Demographic Check

Medical Record Summary

Problems

Clinical report

Observations

Encounter report

Clinical Administration

Immunisations

Referral details

Medication Record

Allergies & Reactions

4. Referrals from DHC Community on the SystmOne Non-GP Data tab



Summary

SUMMARY

GP DATA

SYSTMONE NON-GP

TIMELINE

Medical Record Summary

Problems

Clinical report

Observations

Encounter report

Clinical Administration

Immunisations

Referral details

Medication Record

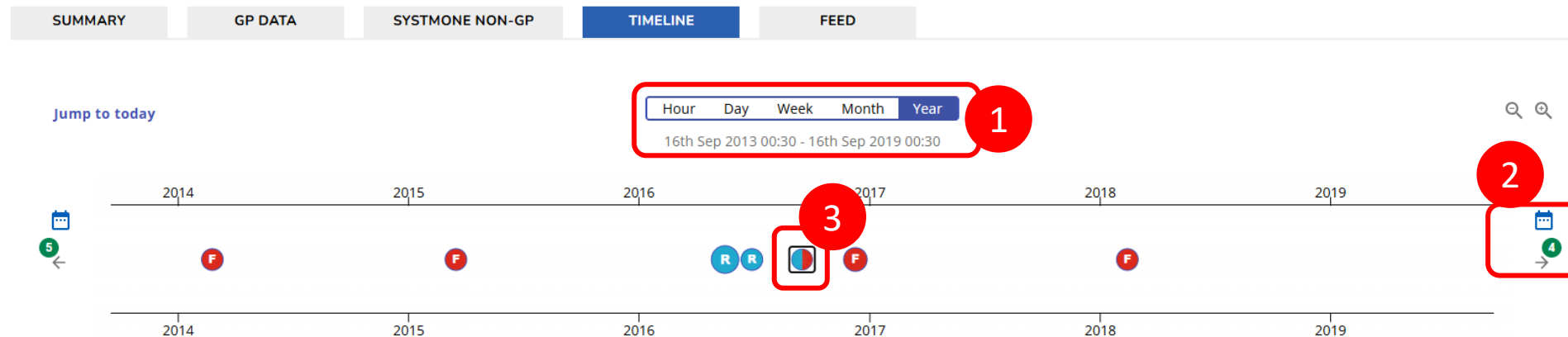
Allergies & Reactions

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

5. Referrals 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.

2 selected resources

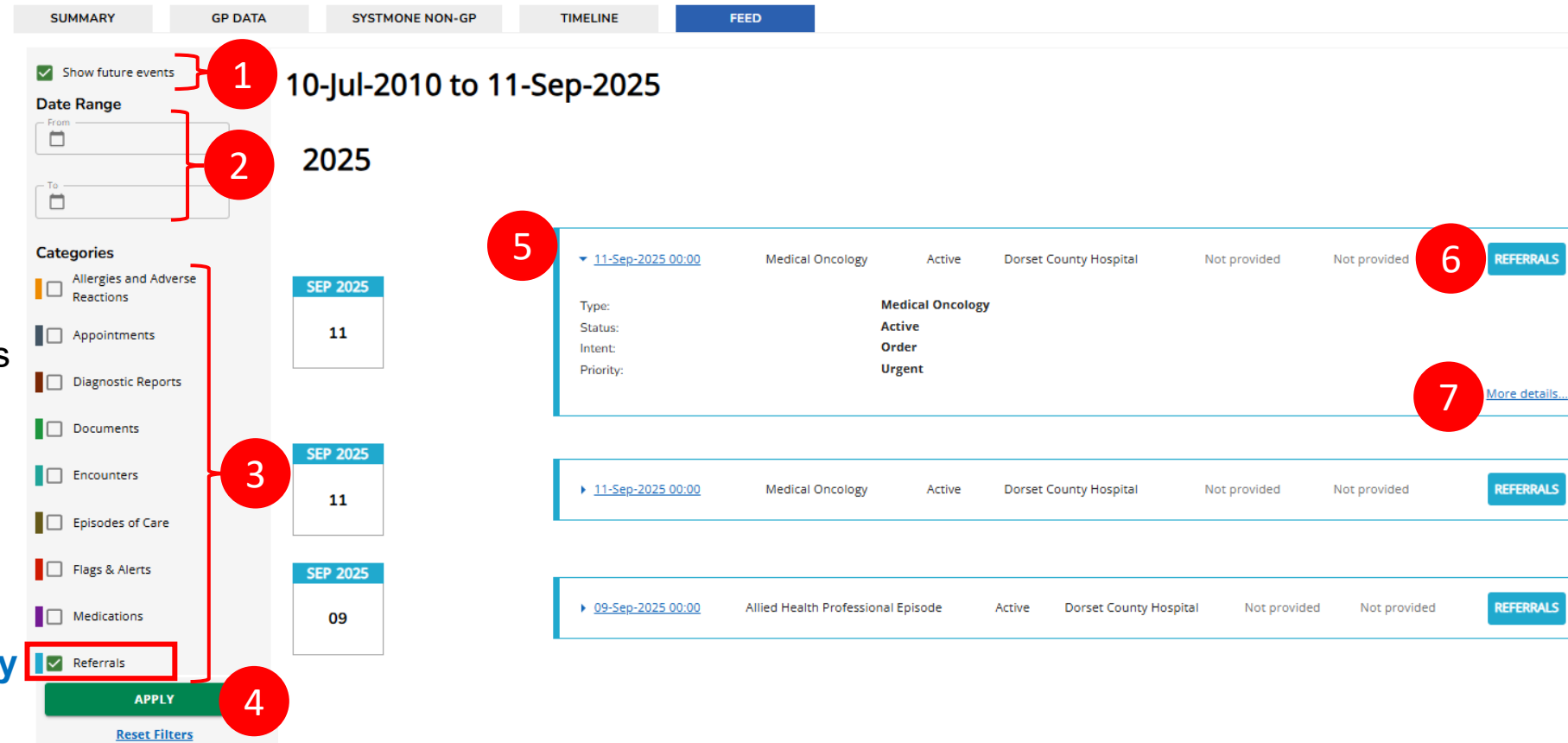
Healthcare Referral			
Date Authored	Status	Type	Source of Data
01-Sep-2016 01:00	Completed	Rheumatology	Dorset County Hospital NHS Foundation Trust

Flag		
Period	Code	Sources
Start 30-Sep-2016 00:00	Parkinsons Disease	Dorset County Hospital NHS Foundation Trust

6. Referrals 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 in the Dorset Care Record interface. The left sidebar contains filters for 'Show future events' (checked), 'Date Range' (10-Jul-2010 to 11-Sep-2025), and 'Categories' (Allergies and Adverse Reactions, Appointments, Diagnostic Reports, Documents, Encounters, Episodes of Care, Flags & Alerts, Medications, and Referrals). The 'Referrals' category is selected. The main area shows a list of referrals with columns for date, category, status, location, and actions. The first entry is for '11-Sep-2025 00:00' under 'Medical Oncology' with status 'Active' at 'Dorset County Hospital'. The 'REFERRALS' button is highlighted in blue. A 'More details...' link is also visible.

Date	Category	Status	Location	Not provided	Not provided	Actions
11-Sep-2025 00:00	Medical Oncology	Active	Dorset County Hospital	Not provided	Not provided	REFERRALS
11-Sep-2025 00:00	Medical Oncology	Active	Dorset County Hospital	Not provided	Not provided	REFERRALS
09-Sep-2025 00:00	Allied Health Professional Episode	Active	Dorset County Hospital	Not provided	Not provided	REFERRALS



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.