



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**

Encounters in the DCR



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

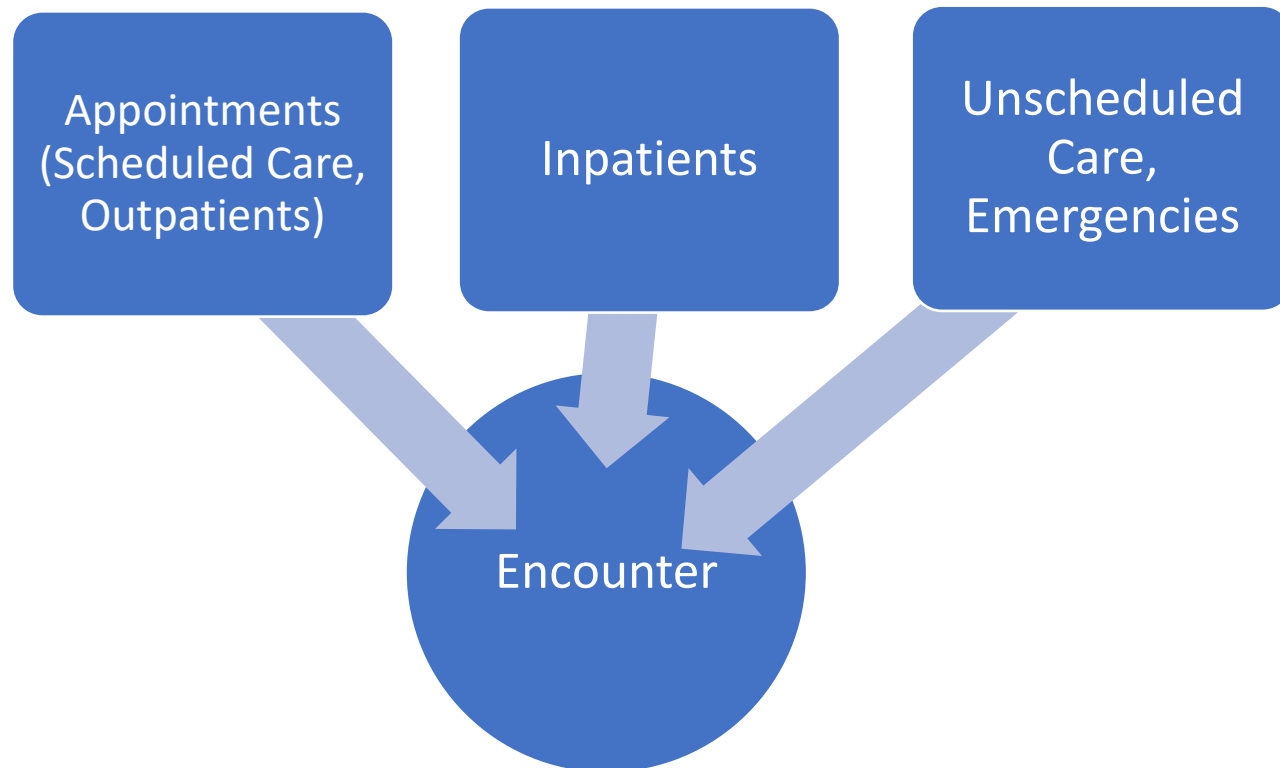
Encounters information in the DCR

An Encounter may happen following an appointment, when the patient attends; from inpatients attending a clinic/unit; and from emergencies.

Therefore, an encounter may or may not come from an appointment.

An encounter describes something that is happening now (current activity) or has occurred in the past (past activity). By contrast, an appointment describes a plan for the future (future activity).

When appointments result in encounters, the DCR system will show corresponding entries under both **Appointments** and **Encounters**.



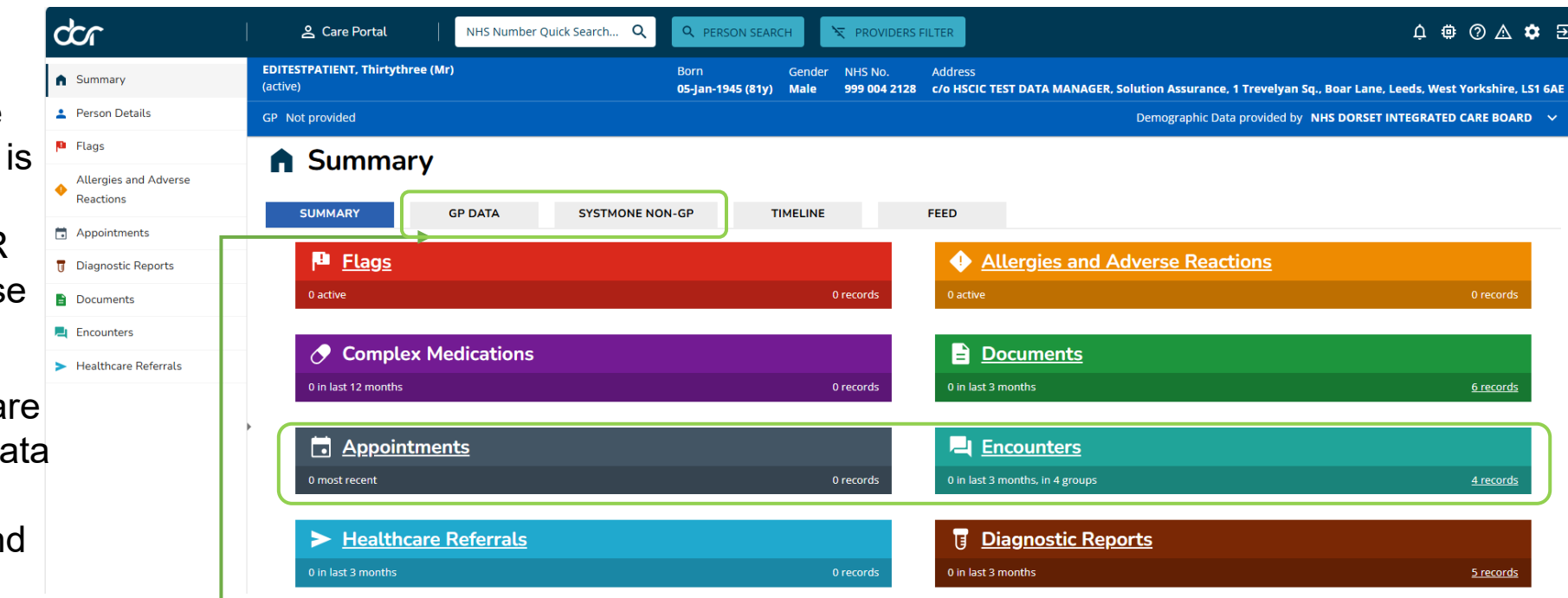
Encounters information in the DCR

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

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

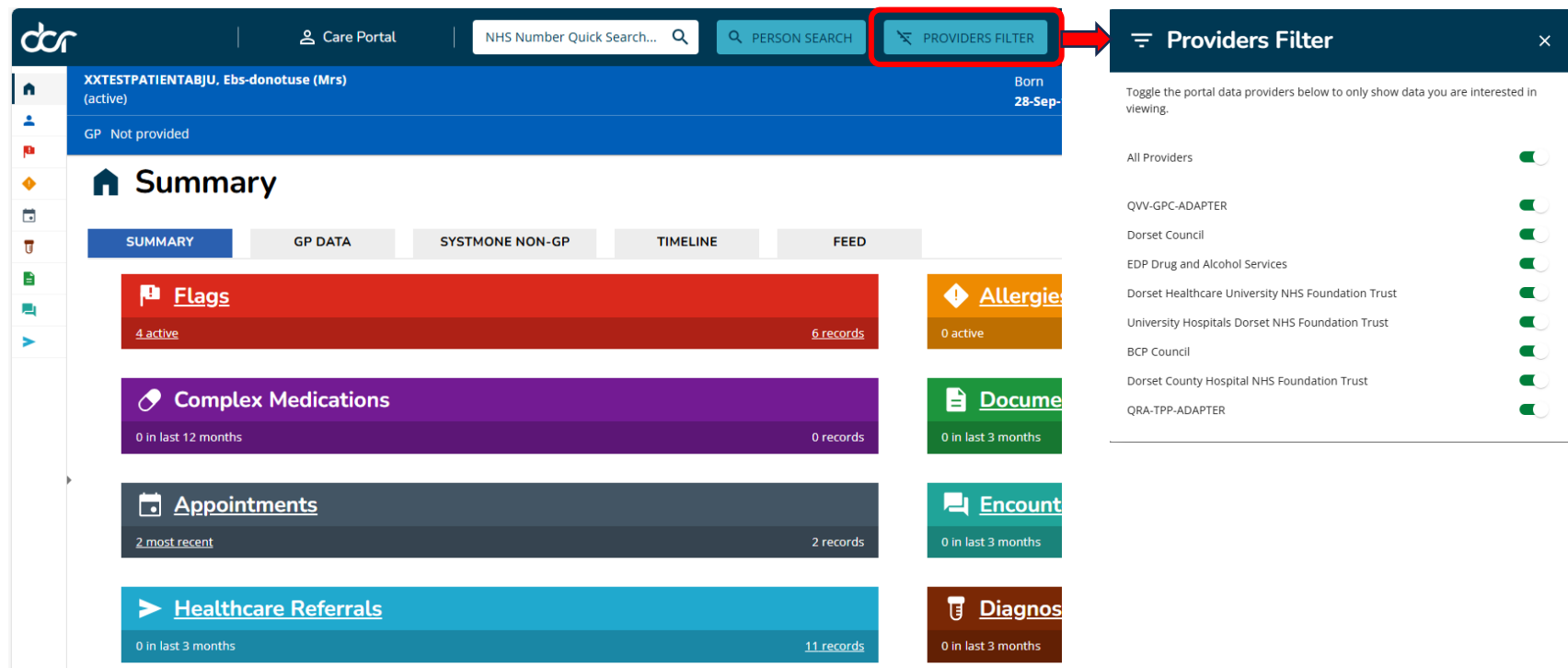
The GP and DHC Community are the exception to this, with the data from these organisations only available under the GP Data and SystmOne Non-GP tabs.



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 summary of the patient's data, 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 encounters. The encounters are categorized into: 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 categories.

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

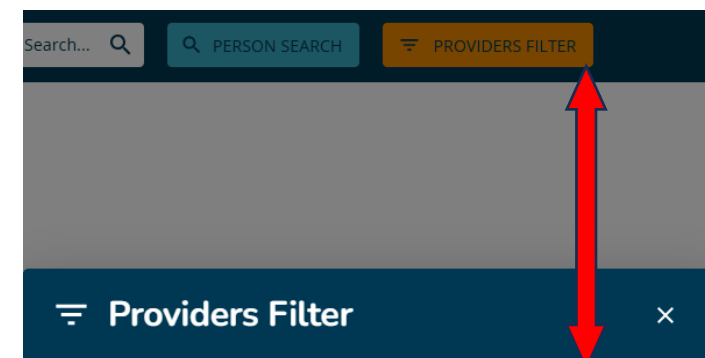
1 The **Providers Filter**  displays all the data provider organisations sending data in the DCR for a particular record.



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...', '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. Below the navigation bar, the patient's summary is displayed for 'XXTESTPATIENTABJU, Ebs-donotuse (Mrs)'. The summary includes sections for 'Flags', 'Complex Medications', 'Appointments', 'Healthcare Referrals', 'Allergies', 'Documents', 'Encounters', and 'Diagnoses'. The 'PROVIDERS FILTER' button is shown in a detailed view on the right, with a list of providers and their corresponding toggle switches.

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 in detail. It includes a search bar, 'PERSON SEARCH', and 'PROVIDERS FILTER' buttons. Below these, there is a list of providers with toggle switches. A red double-headed arrow indicates the transition from the main interface 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 ☒

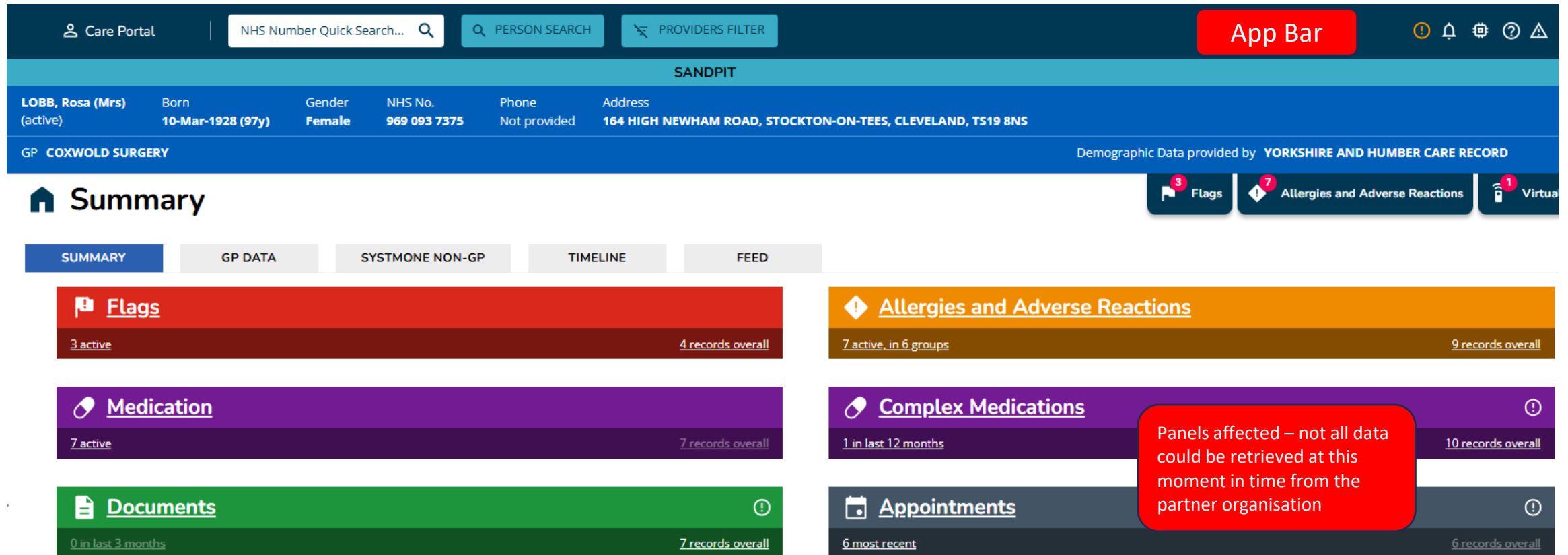
2

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 Encounters data in the DCR

3. Use the GP Data tab to see the person's encounters from **Dorset or Hampshire GPs**

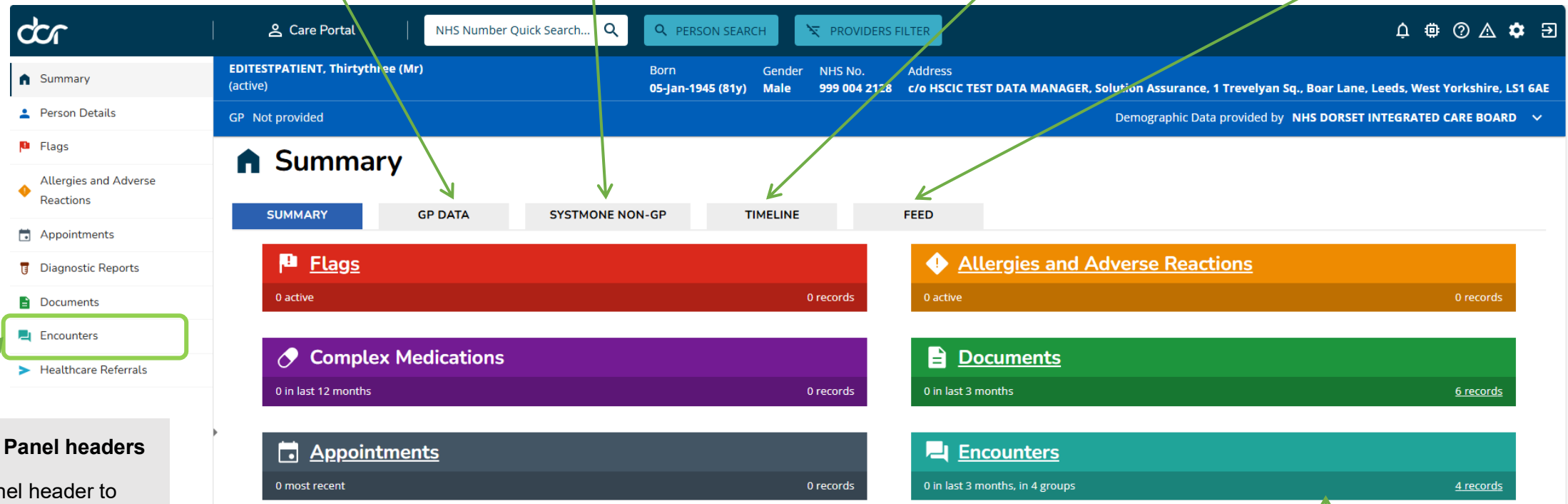
This data is only available here and is not amalgamated within the panels, Sidebar tables or other tabs.

4. Use the SystmOne Non-GP tab to see the person's encounters from **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 headers

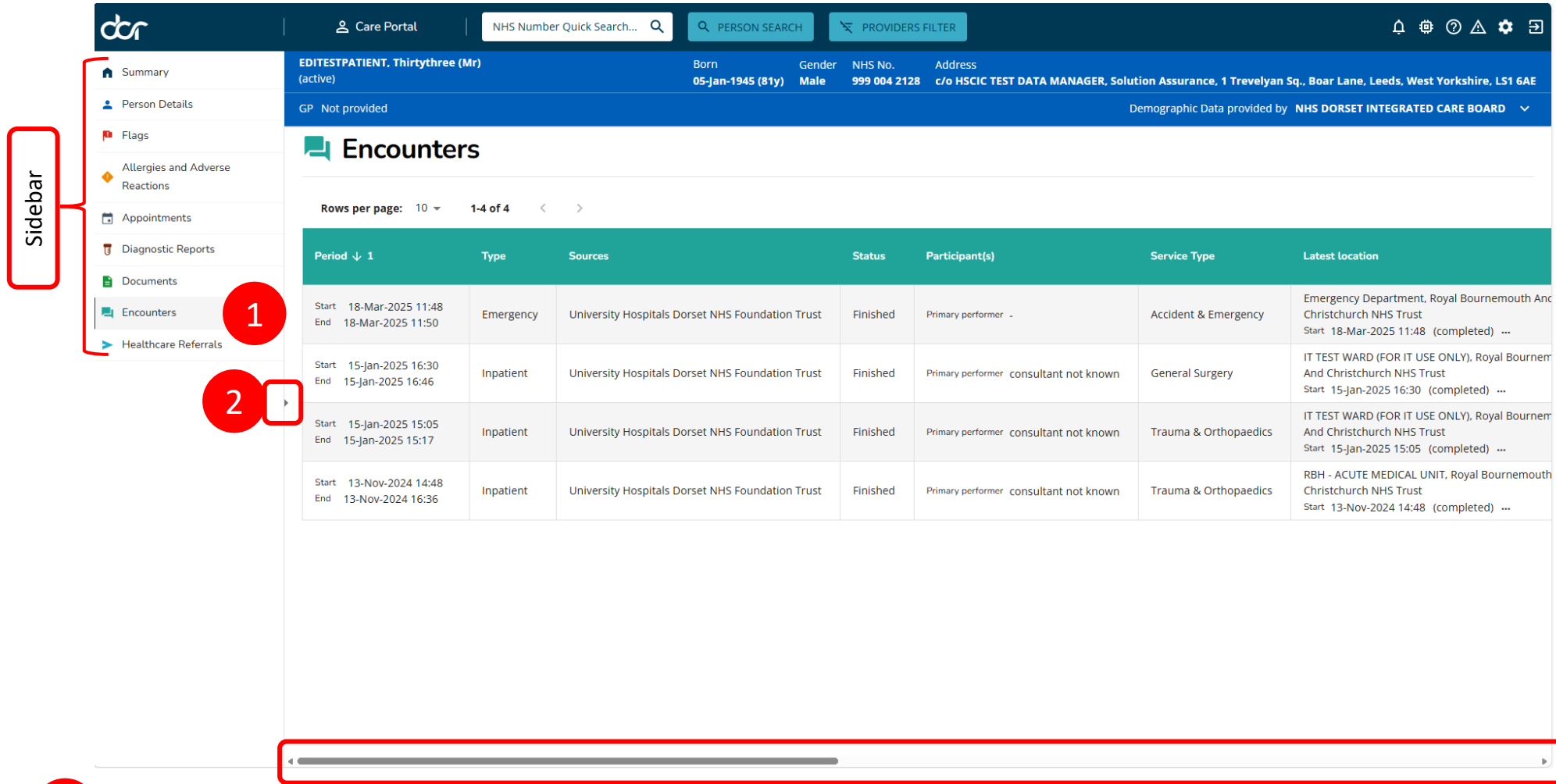
Click on panel header to see the encounters data in a table.

2. Summary tab: Encounters panel

Click on the underlined panel name to see the encounters data in a table or filter by the encounters from the last 3 months or overall.

1. Sidebar panel header: A table view

1 Click on **Encounters** in the Sidebar to see a table view of the encounters data.



The screenshot shows the Dorset Care Record interface. The top navigation bar includes the 'dcr' logo, 'Care Portal', and search filters. The left sidebar lists various sections: Summary, Person Details, Flags, Allergies and Adverse Reactions, Appointments, Diagnostic Reports, Documents, Encounters (highlighted with a red circle '1'), and Healthcare Referrals. The main content area displays the 'Encounters' table for patient 'EDITESTPATIENT, Thirtythree (Mr)'. The table has columns for Period, Type, Sources, Status, Participant(s), Service Type, and Latest location. It shows four encounter rows. A red circle '2' highlights a right arrow icon next to the second row. A red circle '3' highlights a horizontal scrollbar at the bottom of the table.

Period ↓ 1	Type	Sources	Status	Participant(s)	Service Type	Latest location
Start 18-Mar-2025 11:48 End 18-Mar-2025 11:50	Emergency	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer -	Accident & Emergency	Emergency Department, Royal Bournemouth And Christchurch NHS Trust Start 18-Mar-2025 11:48 (completed) ...
Start 15-Jan-2025 16:30 End 15-Jan-2025 16:46	Inpatient	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer consultant not known	General Surgery	IT TEST WARD (FOR IT USE ONLY), Royal Bournemouth And Christchurch NHS Trust Start 15-Jan-2025 16:30 (completed) ...
Start 15-Jan-2025 15:05 End 15-Jan-2025 15:17	Inpatient	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer consultant not known	Trauma & Orthopaedics	IT TEST WARD (FOR IT USE ONLY), Royal Bournemouth And Christchurch NHS Trust Start 15-Jan-2025 15:05 (completed) ...
Start 13-Nov-2024 14:48 End 13-Nov-2024 16:36	Inpatient	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer consultant not known	Trauma & Orthopaedics	RBH - ACUTE MEDICAL UNIT, Royal Bournemouth And Christchurch NHS Trust Start 13-Nov-2024 14:48 (completed) ...

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



Predicted Date Medically Safe for Discharge	Actual Date Medically Safe for Discharge	Safe for Discharge Status	Hospitalization Destination	Discharge Disposition	Reason	Emergency Care Discharge Status	Emergency Care Discharge Destination	Priority	Diagnosis
Not provided	Not provided	Not provided	Not provided	Not provided	Dyspnoea	Not provided	Not provided	Not provided	Not provided
Not provided	Not provided	Not provided	Not provided	Patient discharged on clinical advice or with clinical consent	Not provided	Not provided	Not provided	Not provided	Not provided
Not provided	Not provided	Not provided	Not provided	Patient discharged on clinical advice or with clinical consent	Not provided	Not provided	Not provided	Not provided	Not provided
Not provided	Not provided	Not provided	Not provided	Patient discharged on clinical advice or with clinical consent	Not provided	Not provided	Not provided	Not provided	Not provided

Table column headers glossary:

- Period** i.e. start date and where available end date.
- Type** i.e. encounters visit type as per table below.
- Sources** i.e. where the data/information comes from, where it was first recorded before being fed into the DCR.

Encounter Type	Explanation
Emergency	A patient encounter that takes place at a dedicated healthcare service delivery location where the patient receives immediate evaluation and treatment, provided until the patient can be discharged or responsibility for the patient's care is transferred elsewhere (for example, the patient could be admitted as an inpatient or transferred to another facility.)
Inpatient encounter	A patient encounter where a patient is admitted by a hospital or equivalent facility, assigned to a location where patients generally stay at least overnight and provided with room, board, and continuous nursing service.
Ambulatory/Outpatient	A comprehensive term for health care provided in a healthcare facility (e.g. a practitioner's office, clinic setting, or hospital) on a nonresident basis. The term ambulatory usually implies that the patient has come to the location and is not assigned to a bed. Sometimes referred to as an outpatient encounter.

Status - Encounters generally have a status of **Arrived (in progress)** or **Finished**, but sometimes you might also come across the statuses in the second table below.

Finished

In-progress

Encounter Type	Status
Emergency	Arrived – Received when a patient has an emergency/unplanned attendance.
	Finished – Received when a patient departs from an emergency/unplanned attendance.
Inpatient	Arrived (in progress) – The patient is present for the encounter, however is not currently meeting with a practitioner or The encounter has begun and the patient is present/the practitioner and the patient are meeting. May be known as ‘Admitted’.
	Finished – The encounter has ended. May be known as ‘Discharged’.
Ambulatory	Arrived (in progress) – Received when an appointment is attended or given another outcome.
	Finished – Received when a patient has departed from the appointment.

Triaged	The patient has been assessed for the priority of their treatment based on the severity of their condition.
On leave	The encounter has begun, but the patient is temporarily on leave.
Cancelled	The encounter has ended before it has begun.
Entered in Error	This instance should not have been part of this patient’s medical record.
Unknown	Every attempt should be made to provide a meaningful value other than ‘unknown’.

Participant(s) 5
Primary Dr Meredith GREY
Primary performer KERRISON, Caroline (Dr) +2 ▶
Primary performer Dr Jane BLOGGS +1 ▶

Click on the arrow for additional information

Participant(s)
Primary Dr Meredith GREY
Primary performer KERRISON, Caroline (Dr) +2 ▼
Consultant KERRISON, Caroline (Dr)
Referrer SMITH, HJ (Dr)
Primary performer Dr Jane BLOGGS +1 ▼
Admitter Dr Jane BLOGGS

5 Participant(s) i.e. who the primary participant is and whether there are additional participants such as a consultant, an admitter or a referrer etc. Where there are more participants, the '+number' shows the number of additional participants and by clicking on the arrow we can see who the additional participants are.

Service Type 6
Trauma and orthopaedics service
Not provided
General medical service
General medical service
General medical service
Emergency Medicine

Service Type i.e. specialty such as general surgery, trauma and orthopedics, A&E service

Latest location 7
SWALEDALE WARD
Start 16-Mar-2025 14:00 (completed)
End 16-Mar-2025 14:13 Location history ▶

Click on the arrow for additional information

Latest location
SWALEDALE WARD
Start 16-Mar-2025 14:00 (completed)
End 16-Mar-2025 14:13 Location history ▼
First recorded SWALEDALE WARD
Start 16-Mar-2025 14:00 (completed)
End 16-Mar-2025 14:13
Transferred to SWALEDALE WARD
Start 16-Mar-2025 14:00 (completed)
End 16-Mar-2025 14:13

Latest location i.e. which facility – for example, Poole Hospital Ward 2. You can also click on Location History for an outline of all transfers to date.

Discharge Disposition

8

Usual place of residence unless listed below, for example, a private dwelling whether owner occupied or owned by Local Authority, housing association or ...

Discharge Disposition. Where not all the text is able to fit within the displayed box, this is indicated by the ... ellipsis. To see the full entry, click on the line and the lightbox will open and display all the information, including the Discharge Disposition.

Encounter	
Period:	Start 16-Aug-2024 12:00 End 21-Aug-2024 15:55
Type:	Grouping of related Encounters
Sources:	Fittleworth Medical
Status:	Finished
Participant(s):	Not provided
Service Type:	Not provided
Latest location:	Not provided
Predicted Date Medically Safe for Discharge:	Not provided
Actual Discharge Date:	Not provided
Safe for Discharge Status:	Not provided
Hospitalization Destination:	Not provided
Discharge Disposition:	Usual place of residence unless listed below, for example, a private dwelling whether owner occupied or owned by Local Authority, housing association or other landlord.

Reason

9

Emergency Care Discharge Status

10

NON-INTENTIONAL INJURY

Treatment completed (situation)

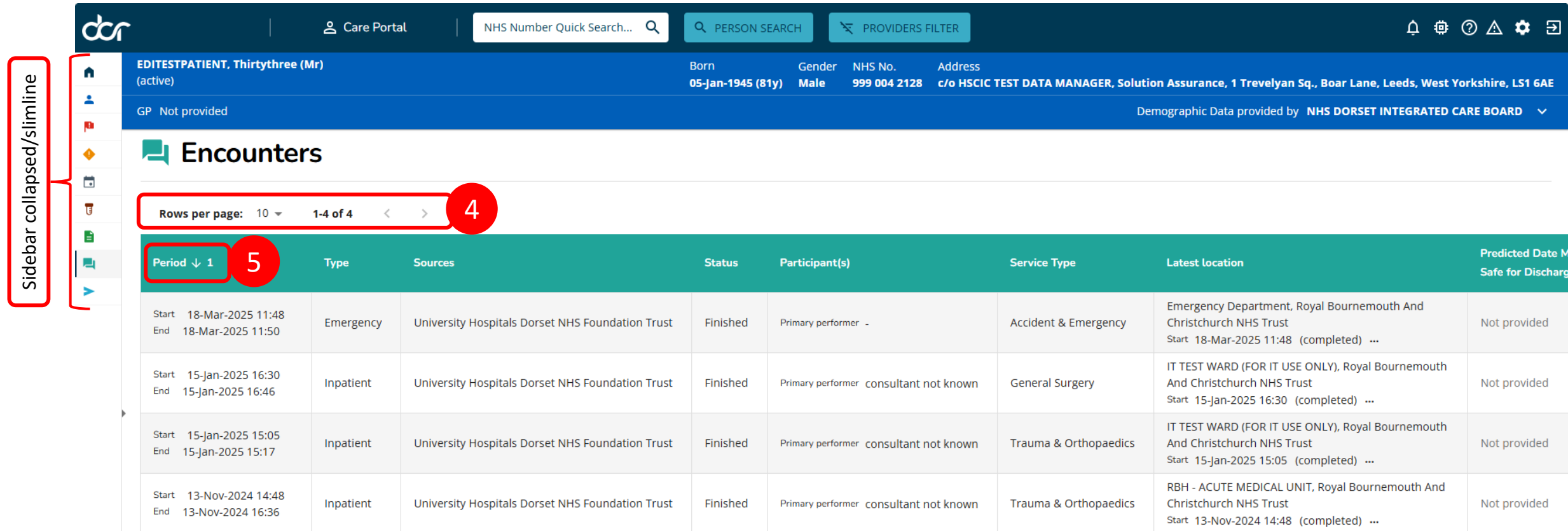
Not provided

Not provided

Reason i.e. visit reason such as chest pains.

Emergency Care Discharge Status i.e. what the outcome is for inpatients and outpatients.

Sorting the table



EDITESTPATIENT, Thirtythree (Mr) (active)

Born 05-Jan-1945 (81y) Gender Male NHS No. 999 004 2128 Address c/o HSCIC TEST DATA MANAGER, Solution Assurance, 1 Trevelyan Sq., Boar Lane, Leeds, West Yorkshire, LS1 6AE

GP Not provided Demographic Data provided by NHS DORSET INTEGRATED CARE BOARD

Encounters

Rows per page: 10 1-4 of 4

Period ↓ 1	Type	Sources	Status	Participant(s)	Service Type	Latest location	Predicted Date M Safe for Discharge
Start 18-Mar-2025 11:48 End 18-Mar-2025 11:50	Emergency	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer -	Accident & Emergency	Emergency Department, Royal Bournemouth And Christchurch NHS Trust Start 18-Mar-2025 11:48 (completed) ...	Not provided
Start 15-Jan-2025 16:30 End 15-Jan-2025 16:46	Inpatient	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer consultant not known	General Surgery	IT TEST WARD (FOR IT USE ONLY), Royal Bournemouth And Christchurch NHS Trust Start 15-Jan-2025 16:30 (completed) ...	Not provided
Start 15-Jan-2025 15:05 End 15-Jan-2025 15:17	Inpatient	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer consultant not known	Trauma & Orthopaedics	IT TEST WARD (FOR IT USE ONLY), Royal Bournemouth And Christchurch NHS Trust Start 15-Jan-2025 15:05 (completed) ...	Not provided
Start 13-Nov-2024 14:48 End 13-Nov-2024 16:36	Inpatient	University Hospitals Dorset NHS Foundation Trust	Finished	Primary performer consultant not known	Trauma & Orthopaedics	RBH - ACUTE MEDICAL UNIT, Royal Bournemouth And Christchurch NHS Trust Start 13-Nov-2024 14:48 (completed) ...	Not provided

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 **Period** (most recent). Please see next slide for more information on this.

Sorting the table



The table shows the data entries sorted by **Period** (most recent). One click on Period removes the filter; another click filters the Period by the earliest encounter.

Encounters

Rows per page: 10 ▾ 1-

Period ▾ 1	
Start	24-Oct-2025 10:00
Start	22-Aug-2025 10:30
End	22-Aug-2025 11:00
Start	20-Aug-2025 10:00
End	20-Aug-2025 10:45
Start	06-Aug-2025 09:15
End	06-Aug-2025 10:00
Start	09-Jul-2025 11:00
End	09-Jul-2025 11:45

Encounters

Rows per page: 10 ▾ 1-

Period	
Start	24-Oct-2025 10:00
Start	22-Aug-2025 10:30
End	22-Aug-2025 11:00
Start	20-Aug-2025 10:00
End	20-Aug-2025 10:45
Start	06-Aug-2025 09:15
End	06-Aug-2025 10:00
Start	09-Jul-2025 11:00
End	09-Jul-2025 11:45

Encounters

Rows per page: 10 ▾ 1-

Period ↑ 1	
Start	04-May-2021 14:29
Start	10-May-2021 13:54
Start	01-Mar-2024 15:30
Start	04-Mar-2024 16:33
Start	08-Mar-2024 11:54
Start	08-Mar-2024 12:23
Start	12-Mar-2024 13:00
Start	12-Mar-2024 15:17
Start	14-Mar-2024 13:00
Start	14-Mar-2024 14:16

The data can be sorted further concurrently by **Reason** and **Diagnosis**. As outlined before, the Providers Filter can also be used to filter by Provider.

A lightbox view for each encounter



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

Encounters

Rows per page: 10 1-4 of 4

Period ↓ 1	Type	Source
Start 18-Mar-2025 11:48 End 18-Mar-2025 11:50	Emergency	
Start 15-Jan-2025 16:30 End 15-Jan-2025 16:46	Inpatient	Univer
Start 15-Jan-2025 15:05 End 15-Jan-2025 15:17	Inpatient	Univer
Start 13-Nov-2024 14:48 End 13-Nov-2024 16:36	Inpatient	Univer

Encounter

Period:
Start 18-Mar-2025 11:48
End 18-Mar-2025 11:50

Type:
Emergency

Sources:
University Hospitals Dorset NHS Foundation Trust

Status:
Finished

Participant(s):
Primary performer -

Service Type:
Accident & Emergency

Latest location:
Emergency Department, Royal Bournemouth And Christchurch NHS Trust
Start 18-Mar-2025 11:48 (completed)
End 18-Mar-2025 11:50

Predicted Date Medically Safe for Discharge:
Not provided

Actual Date Medically Safe for Discharge:
Not provided

Safe for Discharge Status:
Not provided

Hospitalization Destination:
Not provided

Hospitalization Destination:
Not provided

Discharge Disposition:
Not provided

Reason:
Dyspnoea

Emergency Care Discharge Status:
Not provided

Emergency Care Discharge Destination:
Not provided

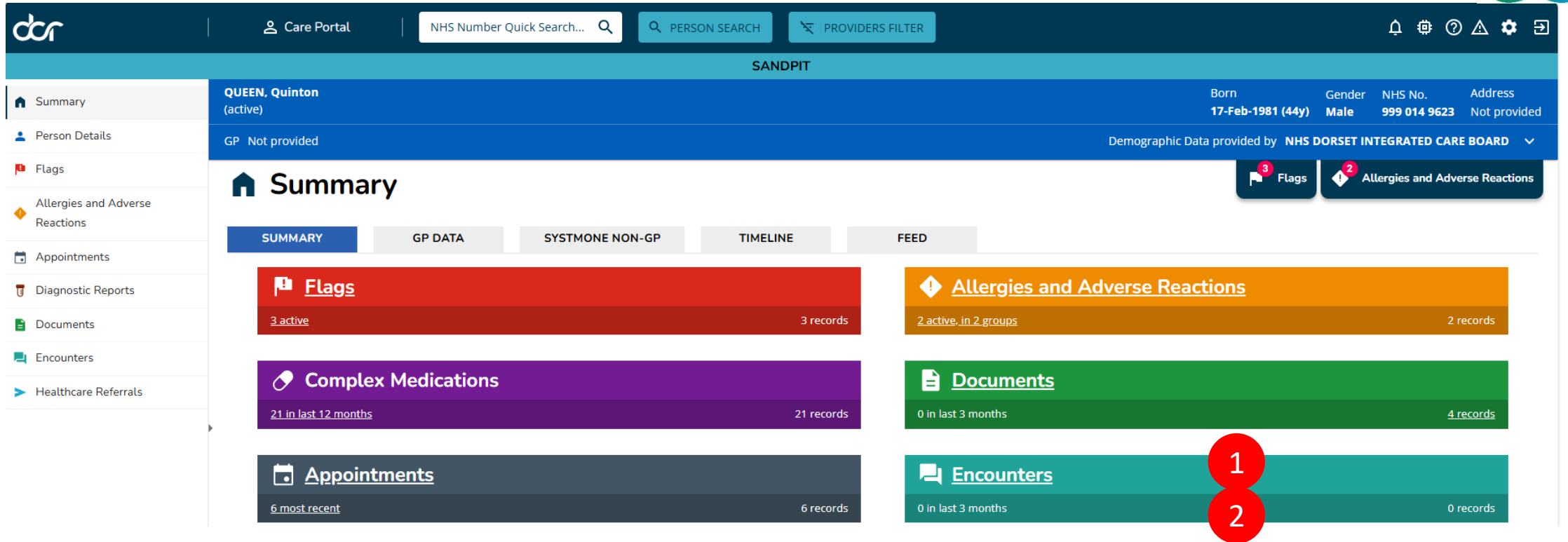
Priority:
Not provided

Diagnosis:
Not provided

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

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

2. Encounters Panel on the Summary screen



The screenshot displays the Dorset Care Record interface. At the top, there's a header with the 'dcr' logo, 'Care Portal' link, and search filters. The patient's name 'QUEEN, Quinton (active)' is prominently displayed, along with their birth date, gender, NHS number, and address. Below this, a 'Summary' section is active, showing tabs for 'SUMMARY', 'GP DATA', 'SYSTEMONE NON-GP', 'TIMELINE', and 'FEED'. The 'SUMMARY' tab is selected, showing several panels: 'Flags' (3 active, 3 records), 'Allergies and Adverse Reactions' (2 active in 2 groups, 2 records), 'Complex Medications' (21 in last 12 months, 21 records), 'Documents' (0 in last 3 months, 4 records), 'Appointments' (6 most recent, 6 records), and 'Encounters' (0 in last 3 months, 0 records). Red circles 1 and 2 highlight the 'Encounters' panel header and its record count respectively.

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 in the last 3 months](#) 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.
- If none are underlined/available to click on, there are no records for this data category.

! The Encounters Panel may present in any of the following ways.

Although you are unlikely to see the encounters in the DCR in groups, as groups only show when multiple encounters have been linked in the system, note that the number of groups is the number of overall records.

 **Encounters**

0 in last 3 months

[1 record](#)

No reference to groups when there are 0 or 1 overall records

 **Encounters**

0 in last 3 months, in 6 groups

[6 records](#)

The 6 groups refer to the 6 overall records

 **Encounters** 

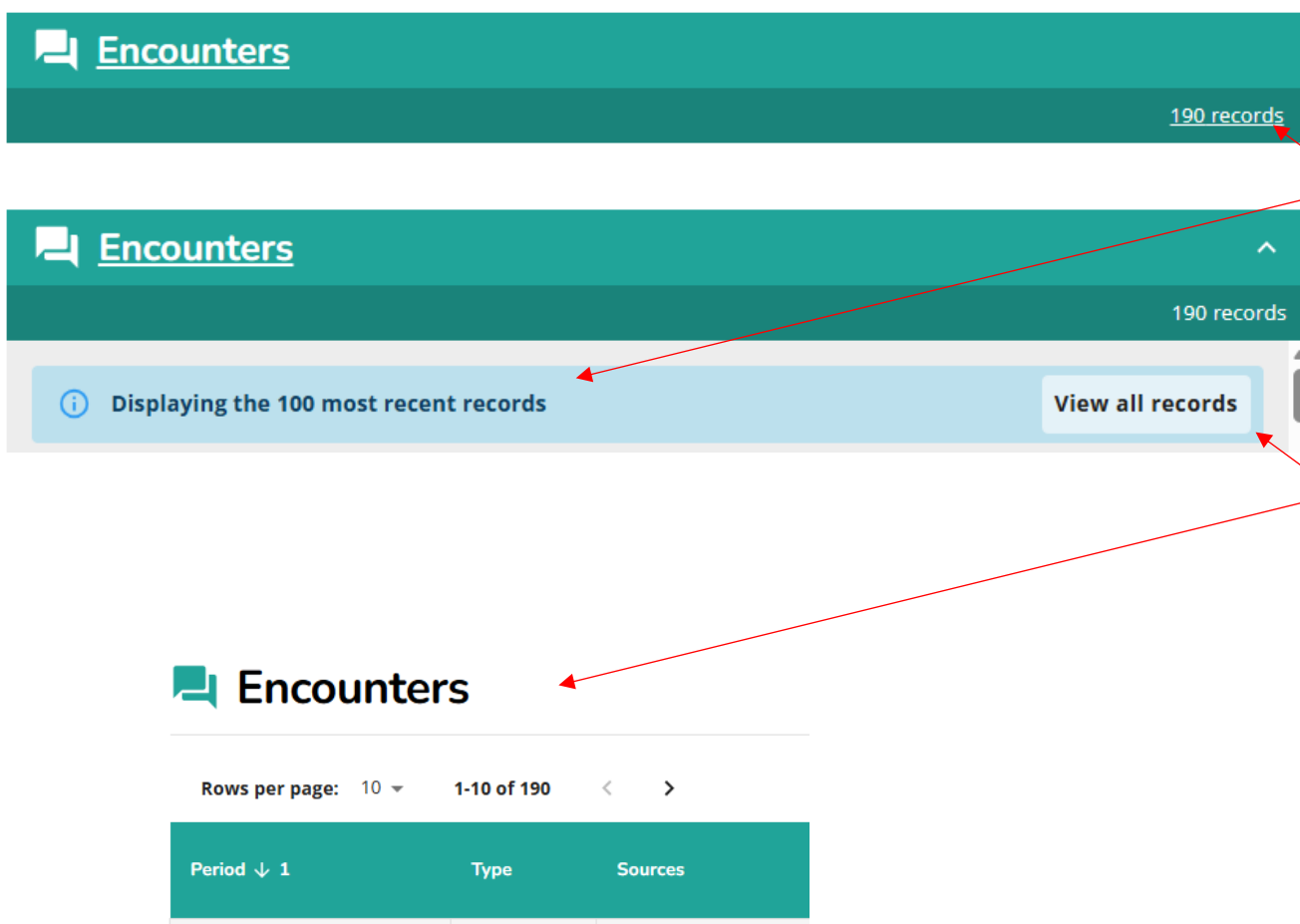
0 in last 3 months, in 6 groups

6 records

Period	Type	Sources
▶ 27 Nov 2025, 13:30	Outpatient	Dorset County Hospital
▶ 28 Aug 2025, 13:30	Outpatient	Dorset County Hospital
▶ 18 Jul 2025, 15:20	Outpatient	Dorset County Hospital
▶ 17 Apr 2025, 13:30	Outpatient	Dorset County Hospital
▶ 23 Jan 2025, 13:30	Outpatient	Dorset County Hospital
▶ 15 Jan 2021, 09:30	Inpatient	Dorset County Hospital



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



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

Click on 190 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.

Encounters

Rows per page: 10 ▾ 1-10 of 190 < >

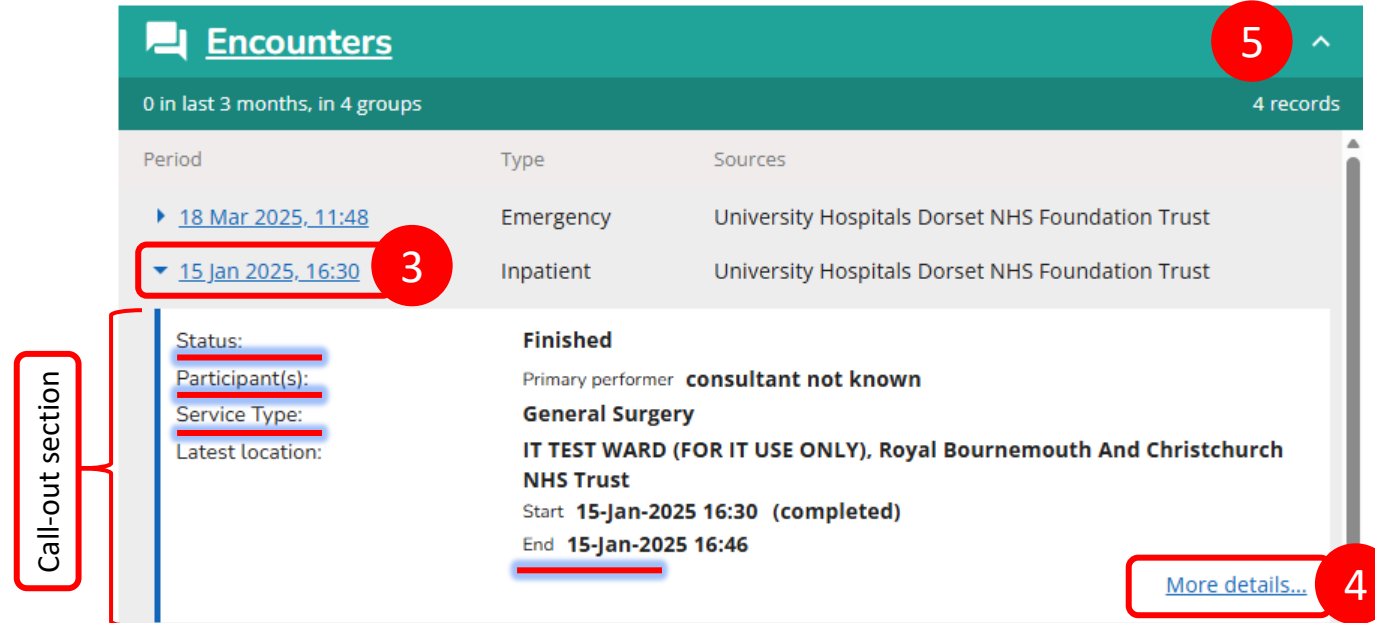
Period ▾ 1	Type	Sources
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Panel information and 'More details' link to lightbox view

- 3 Click on a **blue arrow date and time stamp** to expand the view and see more detail in the 'call-out' section.
 - The **Status** and **End Date** of an encounter are not currently shown in the first panel view. They show when the panel is expanded further, in the table view or the lightbox view (accessible via the [More details...](#) link).
 - **Participant(s)** - There may be additional participants in addition to the Primary Performer (Participant) which can be seen in the lightbox view.
 - **Service Type** – The data providers organisations have the option to enter a description for visit type:

Service Type	What it means
Emergency/Unplanned	Ambulance, Emergency, Urgent Care
Admission	Day Case, Inpatient, Pre-admit, Ward Attender
Appointment	Community, GP Out of Hours, Outpatient, Social Care
Unknown	Unable to classify into any of the three above

- 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**.



Encounters 5 ^

0 in last 3 months, in 4 groups 4 records

Period	Type	Sources
18 Mar 2025, 11:48	Emergency	University Hospitals Dorset NHS Foundation Trust
15 Jan 2025, 16:30	Inpatient	University Hospitals Dorset NHS Foundation Trust

Call-out section

Status: **Finished**

Participant(s): Primary performer **consultant not known**

Service Type: **General Surgery**

Latest location: **IT TEST WARD (FOR IT USE ONLY), Royal Bournemouth And Christchurch NHS Trust**

Start: **15-Jan-2025 16:30 (completed)**

End: **15-Jan-2025 16:46**

[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. You will not be able to view the detailed table views for Encounters and Appointments side by side, only the 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 Care Portal interface for a patient named AZZOPARDI, Matthia (Mrs). The interface includes a top navigation bar with search and filter options, a left sidebar with a navigation menu, and a main content area with several panels.

Top Navigation Bar: INTERWEAVE | Care Portal | NHS Number Quick Search... | PERSON SEARCH | PROVIDERS FILTER | [Icons for notifications, settings, etc.]

Left Sidebar: Summary, Person Details, Flags, Allergies and Adverse Reactions, Appointments, Conditions, Diagnostic Reports, Documents, Encounters, Episodes of Care, Equipment, Healthcare Referrals, Maternity, Medications, Procedures, Related Person, Social Care Assessments, Social Care Contacts, Social Care Services, Tasks.

Summary Panel: Patient details for AZZOPARDI, Matthia (Mrs), born 27-Feb-1986 (39y), Female, NHS No. 965 770 2100, Address 55 EXETER STREET, ROCHDALE, LANCs, OL11 1JY. GP: TRINITY MEDICAL CENTRE. Demographic Data provided by YORKSHIRE AND HUMBER CARE RECORD.

Documents Panel: 0 in last 3 months, 10 records overall.

Encounters Panel: 0 in last 3 months, 52 records overall. Table showing encounters with columns: Period, Type, Sources.

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

Appointments Panel: 10 most recent, 34 records overall. Table showing appointments with columns: Date, Status, Specialty, Sources.

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

Conditions Panel: 4 active/inactive, 10 groups, 14 records overall.

Tasks Panel: 0 in last 3 months, 0 records overall.

You may notice at times that some encounter data from the Medications lightbox is linked to the respective detailed view of the encounter under Encounters, as per the screenshots below.

 **Complex Medications** 

Context: **DCH - Inpatient - Gynaecology - 28-Aug-2025**



ENCOUNTER	
	I DSU DORCHESTER Dr Srabani MUKHERJEE Hide details VISIT TYPE Inpatient SPECIALTY Gynaecology START DATE 28 Aug 2025 11:41 END DATE 29 Aug 2025 16:50 STATE CODE discharged WARD ODS AUTHORING SOURCE RBD.PCS ID I04198308 - RBD.PCS FACILITY Dorset County Hospital

3. Encounter report from the GP Surgery on the GP Data tab

Summary

SUMMARY

GP DATA

SYSTMONE NON-GP

TIMELINE

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

Encounter report

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

4. Encounter report 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

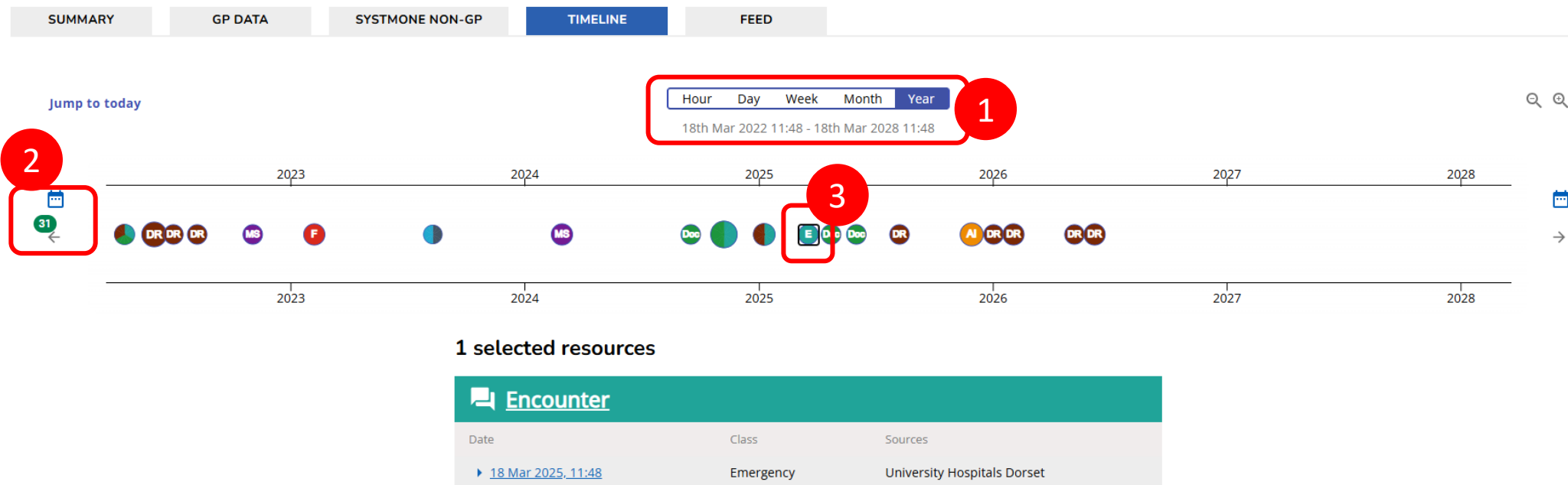
Allergies & Reactions

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

5. Encounters 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.

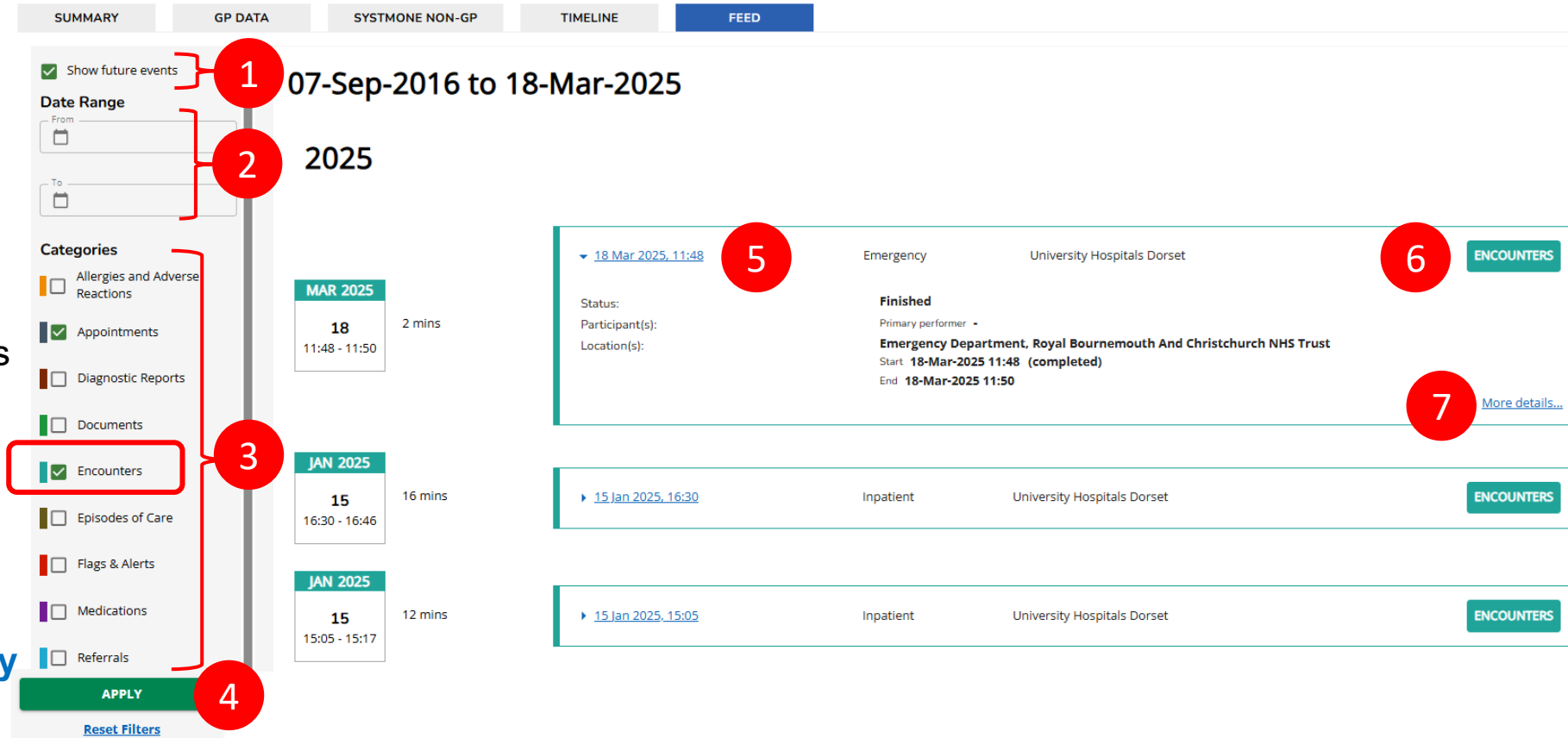


- 1 To see the records within a specific period, select your period e.g. hour, day, week, month or year.
- 2 If there are **no** records to display, change the selection or use the arrows either side of the timeline to view earlier or later records. The **green numbered circles** above the arrows show 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.

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

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: 'Show future events' (checked), 'Date Range' (07-Sep-2016 to 18-Mar-2025), and 'Categories' (Allergies and Adverse Reactions, Appointments, Diagnostic Reports, Documents, Encounters, Episodes of Care, Flags & Alerts, Medications, Referrals). The 'Encounters' category is selected. The main area shows a list of encounters with dates and times. The first encounter is highlighted with a blue arrow and description. The right sidebar shows the details of the selected encounter, including status, participant(s), location(s), and a 'More details...' link.

FEED

☒ Show future events

Date Range

From: 07-Sep-2016 To: 18-Mar-2025

Categories

- ☐ Allergies and Adverse Reactions
- ☒ Appointments
- ☐ Diagnostic Reports
- ☐ Documents
- ☒ Encounters
- ☐ Episodes of Care
- ☐ Flags & Alerts
- ☐ Medications
- ☐ Referrals

APPLY [Reset Filters](#)

07-Sep-2016 to 18-Mar-2025

MAR 2025

18 11:48 - 11:50 2 mins

JAN 2025

15 16:30 - 16:46 16 mins

JAN 2025

15 15:05 - 15:17 12 mins

18 Mar 2025, 11:48 Emergency University Hospitals Dorset **ENCOUNTERS**

Status: **Finished**

Participant(s): Primary performer -

Location(s): **Emergency Department, Royal Bournemouth And Christchurch NHS Trust**

Start **18-Mar-2025 11:48 (completed)**

End **18-Mar-2025 11:50**

[More details...](#)

15 Jan 2025, 16:30 Inpatient University Hospitals Dorset **ENCOUNTERS**

15 Jan 2025, 15:05 Inpatient University Hospitals Dorset **ENCOUNTERS**



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.