

# euroking phr

by wellbeing software



## CASE STUDY

# Empowering Expectant Mothers with Access to their Birth Records

Market Segment: **Maternity**

Client: **Royal Cornwall Hospitals Trust**

healthcare • connected



# Background



Royal Cornwall Hospitals Trust, the principal provider of acute, specialist and community care services in the county of Cornwall, serves a population of around 450,000 and supports approximately 4,200 births per year.

In 2017, the Trust deployed Wellbeing Software's Euroking maternity information system, enabling an up-to-date and accurate version of women's full health records, including scan reports, to be available digitally in one place. Euroking replaced at least 20 paper-based forms from the Trust's process, and began moving its maternity services to a digitally-led approach.

Prior to this in February 2016, Better Births, the report of the National Maternity Review was published. In the NHS's words, it 'set out a clear vision: for maternity services to become safer, more personalised, kinder, professional and more family friendly; where every woman has access to information to enable her to make decisions about her care; and where she and her baby can access support that is centred on their individual needs and circumstances.'

The Better Births plan, therefore, sets out a clear vision of allowing women to have access to their own maternity records and medical information.

## Challenge

Giving women digital access to their maternity records is also part of a broader challenge faced by the NHS as a whole – the move away from paper and towards a digital future.

However, the move towards consolidated and digitised maternity information, accessible by patients as well as practitioners, comes with several challenges attached. Multiple different stakeholders are involved in the maternity journey, including doctors, sonographers and midwives on the clinical side – all needing different levels of access to information. The system also needs to ensure that certain pieces of information are not shared.

As part of its implementation of the Better Births initiative and a drive to paperlight processes, the Trust applied for a grant from NHS Digital to implement an electronic Personal Health Record (PHR) system for pregnant women to access throughout the county.

## Solution

Royal Cornwall Hospitals Trust began with a series of preliminary activities including identification of its local server and configuration requirements and a data impact assessment. The Trust was already using Wellbeing Software's maternity information system (MIS) Euroking (formerly known as E3) and now sought to add the PHR platform, a fully customisable module available within the Euroking portfolio.

Now, when a pregnant woman makes initial contact with the Trust, she is provided with an initial overview of PHR, explaining that it will provide her with free electronic access to her maternity records. She will be able to interact and add her own preferences about her birth plan and also provide pertinent clinical history for visits with midwives during the pregnancy, enabling her to have greater visibility and control over her own care. The ability to view information online replaces the paper records that women would typically retain on their care journey, which improves compliance, data security and reduces administrative overheads.

Handheld notes are still retained for certain areas such as growth charts, pressure ulcer risk information and other parameters, however the combination of the Euroking platform and PHR has enabled a significant reduction in the amount of paper notes used across the trust.



## Results

Following a rigorous period of creating test users and running the system with live test patients in collaboration with the Wellbeing Software Maternity Team to ensure that all aspects of PHR were working, the solution went live in July 2019. In the first month, 123 bookings were taken and 15 PHR activations were made. In the second month, 372 bookings were taken and 62 PHR activations were made – and the upwards trajectory continues.

PHR is now active as a paper-light system which empowers women to play an active part in their own care. It gives women choices and an avenue to voice their worries, concerns and feelings, as well as providing them with a wealth of information and details on the services available to them. As such, it is playing a crucial role in helping Royal Cornwall Hospitals Trust to fulfil the requirements of the Better Births initiative.

PHR meets GDPR requirements by granting each woman access to a copy of the information held on her. Differing levels of access are set to ensure that all individual groups can access the information that is pertinent to them, and no more.

Furthermore, PHR helps community midwives and other healthcare practitioners to carry out their vital work more efficiently, by providing a centralised resource and platform for them to use collaboratively with the women in their care.

“The Better Births initiative is all about giving expectant mothers a choice over their own care throughout pregnancy and beyond – and that means granting women access to information clearly, in real-time and from anywhere. By implementing PHR with Wellbeing Software, we have taken a powerful step in the right direction and will be able to help thousands of women across Cornwall to have a more empowered, informative and supportive pregnancy journey.”

**Angela Whittaker**, Matron for Acute Maternity Services and Project Lead, Royal Cornwall Hospitals Trust

Graham Ridgway, CEO at Wellbeing Software, said: “PHR helps women, by granting them greater clarity and control over their own maternity records and birth plans, and clinicians, by enabling them to communicate and plan more clearly with those women. We’re delighted to be supporting Royal Cornwall Hospitals Trust on their Better Births journey and are committed to working collaboratively with other maternity teams to ensure they have the technology and support they need to achieve this too.”

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