

University Hospitals of Leicester (UHL) Virtual Wards System1
Standard Operating Procedure

Version:	Version 1	
Updated By/Date	Charlotte Massey Virtual Ward Admin & Onboarding Team Leader	
Adopted by:	Policy and Guideline Committee	
Date adopted:	17 May 2024 UHL Trust ref: B57/2024	
Name of originator/author:	Charlotte Massey/Alison Davis	
Name of responsible person:	Kate Hepton	
Review date:	May 2026	
Expiry date:	May 2026	
Target audience:	UHL Virtual Wards	
Type of Policy (tick appropriate box)	Clinical	Non-Clinical <input checked="" type="checkbox"/>

Signatories:

UHL Executive Lead: Andrew Furlong

System1 Executive Lead: Tracey Knight

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1. Introduction

The purpose of this SOP is to streamline the current process for entering Virtual Ward (VW) registrations, admissions, patient contacts and discharges into System1 (S1). This will reduce data queries and incorrect information being held on the patients record. To ensure accuracy and prioritise patient safety there is a need to standardise the process for updating Virtual Ward activity on S1. Adherence to this SOP will reduce the volume of data queries and prevent delayed admissions and/or discharges skewing the data used for reporting into the National SitRep. Late admissions/discharges of patients on the Virtual Ward to the S1 record presents a patient safety risk as other providers are not able to access accurate information about their care via the EPR. As the management of the S1 data is transferred to the UHL VW Central Team individual wards will receive weekly notifications of any Data Quality issues; these must be corrected, and any outstanding issues will be reported monthly to the Virtual Ward Delivery Steering Group (VWDSG) meeting.

2. Guideline Standards and Procedures

Admissions

- 2.1. Patients eligible for VW as decided by responsible clinician must have a completed referral form (see example Appendix I). Individual wards are responsible for their referral process and must notify the UHL VW Central Team by e-mailing**

VWReferralsMailbox@uhl-tr.nhs.uk if they require support in registering the patient on S1.

2.2. Patients must be added to the correct S1 caseload **on the same day** of being accepted onto the VW by completing the steps below via the S1 toolbar (see Appendix II):

- Registering the patient to the relevant VW caseload by selecting 'Register' from the toolbar and selecting the patient (see Appendix III).
- Completing the referral by selecting 'Ref In' from the toolbar and selecting the correct option to identify if the referral is Step-Up (Preventing Admission) or Step-Down (Facilitating Early Discharge). Complete the relevant template (see Appendix IV & V).
- Completing the admission by selecting 'VW Templates' from the toolbar and completing the 'Admission' template (see Appendix VI).
- Completing the information in case of escalation by selecting 'Escalation' from inside the admission template (see Appendix VII).
- Completing the onboarding details by selecting 'VW Templates' from the toolbar and completing the 'Initial Contact' template (see Appendix VIII). The next of kin details must be added on this template by using the 'Record Relationship' option and adding a 'Textual relationship' to the record.

2.3. If the VW referral is received by the UHL VW Central Team (VWReferralsMailbox@uhl-tr.nhs.uk) they will complete the Systm1 registration and referral templates. If individual teams manage their own referrals, then they must complete these templates.

2.4. The initial contact template must be completed by the staff member onboarding the patient after the patient has been introduced to the VW process. This template includes updating the Next of Kin details.

2.5. The admission template must be completed by a clinician involved in the patients care and include the reason for admission to the VW & the ongoing care plan. The escalation template must also be completed at this time.

2.6. When utilising the central admin and onboarding resource to register, refer and onboard the patient a clinician must still access S1 to complete the Admission/Escalation templates. All other templates will be completed by the UHL VW Central team **on the same day** of receiving the referral and onboarding the patient.

Patient Contact/MDT Discussion/Test Results

2.7. Contacts with a patient being cared for on a VW must be entered on to S1 if clinically relevant. The 'Patient Contact' template (see Appendix IX) requires the reason for contact and details of the conversation. Any results of investigations must also be noted.

2.8. Any MDT discussions relating to the care of a patient on the VW must be entered on to S1 if clinically relevant. The 'Assessment/Discussions' template (see Appendix X) contains options for MDT Discussion, Professional discussion and Medication changes. A task can be sent to the registered GP from this template.

2.9. Both the above templates must be completed by a clinician unless agreed otherwise by the Clinical Lead for the pathway. These templates must be completed **on the same day** of the interaction to ensure the accuracy of the information.

Discharges

2.10. When a patient is discharged from the VW, they must be discharged from the S1 caseload **on the same day** to ensure accurate information on the patient record.

2.11. The discharge template (Appendix XII) must be completed by a clinician detailing the reason for discharge from VW monitoring and actions for the GP. The information provided in this template forms the body of the discharge letter so must be accurate and written so the patient can understand the content.

2.12. When the discharge template is complete the clinician must select either the 'Task to Admin' or 'Complete Now' option on the pop-up (Appendix XIII).

2.13. When selecting 'Task to Admin' the correct staff member must be selected to receive the task. Each pathway will have the option to select the UHL VW Central Team or a member of their own team with access to the S1 build. **It is recommended all discharges are tasked to the UHL VW Central Team to prevent delays in the referral being ended and reduce the burden on clinical staff.**

2.14. When completing the discharge process a letter must be created (see Appendix XIII step 2). This contains the details previously added to the discharge template by a clinician. The letter must be sent electronically to the registered GP and a copy printed to be posted to the patient (see Appendix XIII step 3). **A scanned copy of the letter must also be uploaded to CITO to enable colleagues without S1 access to view the content.**

2.15. The referral must be ended by right-clicking on the open referral and selecting 'End Referral' then completing the template (see Appendix XIV).

Saving Activity

2.16 All activity on a patient's record must be saved using the 'Save' template (see Appendix XV). Select a template from the drop-down options based on the type of activity. The duration and contact method must be specified by amending the activities in the 'Activities' section on the right.

2.17 If entering activity retrospectively ensure the correct date is entered at the top of the Save template and in all other templates used.

Clearing Tasks

2.18 All tasks on the 'Task' screen (see Appendix XVI) must be reviewed and updated daily. See common tasks below:

- When the pop-up to confirm patient details is closed using 'Do later' this will appear as a PDS task and must be deleted or completed by checking the patient's details.
- When a referral/discharge is received a task will be created and this must be marked as completed once actioned to clear the task.
- When another organisation opens a VW patient record, e.g. The patient is re-admitted to hospital, this will create a task which must be deleted.

2.19 The Central Team will review tasks for UHL VW's and clear any that do not require further action. When a team task the Central Team to complete a discharge, the central team will clear the task.

2.20 Wards must review tasks to complete any which the central team are unable to clear. This will include electronic referrals & prescribing tasks.

3. Education and Training

In order to access S1 all colleagues involved in the care of patients on VW's or involved in the administration for VW's must have a Smartcard. Requests for Smartcards can be made via the RA Office or the UHL VW Central Team by e-mailing VWReferralsMailbox@uhl-tr.nhs.uk.

All colleagues involved in VW's must have a general understanding of S1 usage in order to access and appropriately update the templates. Training is provided by the LHS Team, access will not be given to the VW S1 builds until training has been completed. This can be requested via a member of the LHS Team directly or the UHL VW Central Team.

Ongoing support is provided via the training resources accessed through the System1 platform. Test patients can be accessed via the red-letter T, User Guides for LPT/UHL can be accessed via the green stars and access to the floorwalking sessions via Teams can be accessed through the circled letter T (see Appendix XVII).

4. Monitoring Compliance

What will be measured to monitor compliance	How will compliance be monitored	Monitoring Lead	Frequency	Reporting arrangements
S1 Registrations without S1 Admissions	Data Quality Reports via S1 Reporting	Admin & Onboarding Team Leader	Daily	Pathway Clinical Lead with escalation to Virtual Ward Delivery/Steering Group (VWDSG)
Discharges from VW platform without S1 Discharge	Comparison of CT/S1 data	Admin & Onboarding Team Leader	Daily	Pathway Clinical Lead with escalation to VWDSG
S1 Discharges without Ending Care	Data Quality Reports via S1 Reporting	Admin & Onboarding Team Leader	Daily	Central Admin Team with escalation to VWDSG
Missing Information on 'Save' Template	Data Quality Reports via S1 Reporting	Admin & Onboarding Team Leader	Weekly	Pathway Clinical Lead with escalation to VWDSG
Uncleared S1 Tasks	Monitoring of S1 Task lists	Admin & Onboarding Team Leader	Weekly	Pathway Clinical Lead with escalation to VWDSG

5. Links

None

6. Supporting References (maximum of 3)

None

7. Key Words

Virtual Wards (VW)

System1 (S1)

Clinitouch (CT)

CONTACT AND REVIEW DETAILS	
Guideline Lead (Name and Title): Charlotte Massey Virtual Wards Admin & Onboarding Team Leader	Executive Lead: Kate Hepton Head of Nursing for System Emergency Care
Details of Changes made during review:	

8. Appendices

Appendix I – Example Referral Form

EXAMPLE

Virtual Ward Referral Form

Please send via e-mail to VWReferralsMailbox@uhl-tr.nhs.uk and file a copy in patient notes

Patient Details (use notes sticker if available)

S number/NHS number:	
Name:	
DOB:	
Contact number:	
Does patient live alone?	Y / N
Any Mobility issues?	

Inclusion Criteria for Virtual Ward [√ to confirm](#)

*****CRITERIA 1*****	
*****CRITERIA 2*****	
*****CRITERIA 3*****	
Able to return to hospital if required	
Able to use Remote monitoring equipment	

Clinical Information

Date of Referral to Virtual Ward:	
Inpatient/Community Onboarding Required:	***GIVE LOCATION OF PATIENT***
Estimated Length of Stay on Virtual Ward:	

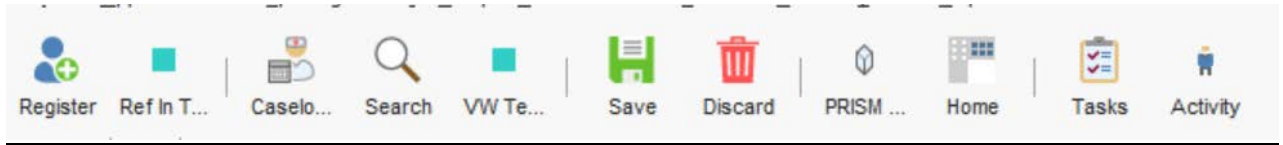
Pre-Discharge Checklist

- Medically fit for discharge to Virtual Ward as decided by appropriate clinician
- Access to WiFi & Patient/Carers able to cope at home with daily submissions

Referring clinician Name & Signature.....

Date.....

Appendix II – Systm1 Toolbar



Appendix III – Registration

Step 1 - Patient Details

NHS number	<input type="text"/>	House name	<input type="text"/>
First name	<input type="text"/>	Road	<input type="text"/>
Surname	<input type="text"/>	Locality	<input type="text"/>
Gender	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Indeterminate <input type="radio"/> Unspecified/Unknown	Town	<input type="text"/>
Date of birth	On <input type="text"/> <input type="text"/>	County	<input type="text"/>
		Postcode	<input type="text"/>

Appendix IV – Referral in Step 1

Ref In Template Ambulatory Jaundice

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Referral in Templates | Guidance

Referral In Template
Leicester, Leicestershire & Rutland ICB

Templates to record a referral in:

Click the button below that corresponds to the appropriate referral reason

In the next screen, complete the following fields:
Referral source - Choose the appropriate source from the list
Referral date - Enter date and time referral received (backdate as appropriate)
Outcome - Choose 'Accepted'
Caseload - Choose (service name) Virtual Ward

****DO NOT CHANGE ANY OF THE OTHER OPTIONS****

Facilitating Early Hospital Disch
 Preventing Hospital Admission

Complete admission to the virtual ward using Virtual Ward template

VW Template

USER GUIDES:

★ [HELP LPT VW User Guides](#)

★ [HELP UHL VW User Guides](#)

[Information](#) [Print](#) [Suspend](#) [Ok](#) [Cancel](#) [Show Incomplete Fields](#)

Appendix V – Referral in Step 2

Record Referral In

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Service offered: Virtual Ward

Code number: []

Urgency: Routine

Referral source: []

Referrer: [] GP

Patient aware of referral

Referral date: 25 Mar 2024 16:09 Type: Community

Re-Referral 18 Week Wait Referral

Referral In Reason	Primary	Secondary
Facilitating early hospital discharge - Ambulatory Jaundice	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Preventing Hospital Admission - Ambulatory Jaundice	<input type="checkbox"/>	<input type="checkbox"/>

Other reason: []

Date of action: 25 Mar 2024 16:11

Reason for service delay: []

End date: []

Outcome: []

Refusal reason: []

Referral status: Receiving Care

Default contact location: []

Caseload: []

[Manage Attachments](#) [Ok](#) [Cancel](#)

Appendix VI – Admission Template

Other Details... Exact date & time Mon 25 Mar 2024 16:09


Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Virtual Wards Admission Template | Guidance


VW Admission Template

Record which virtual ward the patient is on using the presets below:


Escalation / Safety Netting Plan AJ

*Admission to virtual ward 

Reason for admission Choose from preset button above

Remote care monitoring commenced 

Please select the location of the patient below

*Location 

Information Print Suspend **Ok** Cancel Show Incomplete Fields

Appendix VII – Escalation

Escalation / Safety Netting Plan AJ

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Plan

Virtual Ward Template

Leicester, Leicestershire & Rutland ICB

Record escalation plan and safety netting below:

Emergency health care plan Add date, but **DO NOT** change anything else above the line

Entered at the LLR Ambulatory Jaundice Virtual Ward

Date updated:

Information Print Suspend **Ok** Cancel Show Incomplete Fields Show Pre-Populated Fields

Appendix VIII – Initial Contact & Adding Next of Kin

VW Template Ambulatory Jaundice

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Contents | Admission | **Initial Telephone Contact** | Assessment / Discussions | Patient Contact | Discharge | Guidance

Initial Telephone Contact Escalation / Safety Netting Plan

Current Relationships view has no data for patient

Open View View EMS Record Lives alone

FOR ALL NEW PATIENTS:
Check the Next of Kin (in view above) and patient details (in demographics box)
Use the buttons below to add/update information

Record Relationship Record Contact Details Record New Address

Telephone call to a patient Use the presets to record a summary of the initial telephone contact:

Appendix IX – Patient Contact

VW Template Ambulatory Jaundice

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Contents | Admission | Initial Telephone Contact | Assessment / Discussions | **Patient Contact** | Discharge | Guidance

Patient Contact Escalation / Safety Netting Plan

Record the reason for the virtual ward contact i.e. a red RAG rating from results:
Reason for encounter

Record discussions and any information not recorded elsewhere below:
Summary report

View medication recorded on SystemOne below:
Current Acute Medication
Current Repeat Medication

Open View View EMS Record

Record results of investigations including chest x-rays or CT scans below:
Investigation result

All pathology reports and their investigations last 12m

Open View View EMS Record

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Information Print Suspend **OK** Cancel Show Incomplete Fields

Appendix X – Assessment/Discussion

VW Template Ambulatory Jaundice

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Contents | Admission | Initial Telephone Contact | **Assessment / Discussions** | Patient Contact | Discharge | Guidance

Generic Templates

- Community Integrated Holistic Assessment
- Integrated Care Planning Template V6
- Medication Changes

Service Templates

Professional Liaison Escalation / Safety Netting Plan

Record discussions at MDT meetings below:

Multidisciplinary Team Meeting

Record discussions with individual professionals below:

Professional discussion

Electronic Communication:

Task S1 GP Task Other SystmOne User

Create EMS GP update to send electronically

View / Send Electronically / Print copies of letters created on SystmOne below:

— Last Letter —

— Last 5 Communications & Letters —

1. Right click on the letter in the view above.
2b. Select 'Send Electronically'.
3. Select 'To Registered GP'.
The letter will be sent when the record is saved.
Select 'Print' to send any letters to default printer for posting.

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Appendix XI – Discharge

Note: Text entered in the discharge summary will form the content of the discharge letter

VW Template Ambulatory Jaundice

Other Details... Exact date & time Mon 25 Mar 2024 16:09

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Contents | Admission | Initial Telephone Contact | Assessment / Discussions | Patient Contact | **Discharge** | Guidance

Discharge Escalation / Safety Netting Plan

On discharge tick and enter date of discharge below.

Discharge from virtual ward

Record discharge summary below:
Text entered here will populate GP letters

Discharge summary

Planned discharge destination

Feedback:

Tick to show patient feedback form provided and enter score

Provision of patient satisfaction questionnaire

Patient satisfaction score

Upload a copy of Friends & Family test using the Friends and Family test letter type

— All Record Attachments —

— All communications & letters —

- 04 Nov 2022 Accident and Emergency Letter to Dr Helal Ali
- 25 Dec 2022 Accident and Emergency Letter to Dr Helal Ali
- 09 Jan 2023 Appointment Letter to Mrs Oksana Tsvetarna
- 08 Jun 2023 NHSmail to unknown

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Appendix XII – Complete Discharge task

Question ✕

? Complete discharge process now or send Task reminder to do later?

Why am I seeing this?

Complete now
Task Admin
Task Self
Pause

Appendix XIII – Create & send letter

WV Discharge process ECR

Other Details... Exact date & time Tue 26 Mar 2024 12:58 ✕

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Discharge | Guidance

VW Discharge Process
Leicester, Leicestershire & Rutland ICB

1) Check discharge details

Virtual ward name and date admitted

- 06 Mar 2024 Admission to virtual ward (XaXpP)
Notes Surgery Elective Colorectal Resection Virtual Ward

Discharge date

- 26 Mar 2024 Discharge from virtual ward (XaXnM)

Planned discharge destination

- 26 Mar 2024 Planned discharge destination (XaahC)
Notes TEST

Action requested of GP

Open View
Add / Amend Details

Check the details above are correct before creating the discharge letter. If not, use the button to add or amend in the VW template.

3) Send discharge letter to GP

28 Feb 2023	Discharge Letter to Miss VirtualWard Testpatient-TestPat...
06 Mar 2023	Discharge Letter to Miss VirtualWard Testpatient-TestPat...
08 Mar 2023	Discharge Letter to Miss VirtualWard Testpatient-TestPat...

Open View

1. Right click on the letter in the view above.
2b. Select 'Send Electronically'.
3. Select 'To Registered GP'.
The letter will be sent when the record is saved.

Select 'Print' to send any letters to default printer for posting.

2) Create discharge letter

Create Discharge Letter ←

Task Admin
Task Self

4) End referral

Open Referrals Here

Open View

1. Right-click on the referral in the view above.
2. Select 'End Referral'.
3. Complete details as appropriate.
4. When prompted to end care, Select 'Yes'

Information Print Suspend Ok Cancel Show Incomplete Fields


Appendix XIV – End Referral

VW Discharge process ECR

Other Details... Exact date & time Tue 26 Mar 2024 13:05

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Discharge | Guidance

VW Discharge Process

Leicester, Leicestershire & Rutland ICB

1) Check discharge details

Virtual ward name and date admitted

- 21 Feb 2024 Admission to virtual ward (XaXpP)
 - Notes Surgery Elective Colorectal Resection Virtual Ward

Discharge date

- 26 Mar 2024 Discharge from virtual ward (XaXnM)

Planned discharge destination

- 26 Mar 2024 Planned discharge destination (XaahC)
 - Notes TEST

Action requested of CD

Check the details above are correct before creating the discharge letter. If not, use the button to add or amend in the VW template.

2) Create discharge letter

3) Send discharge letter to GP

Discharge letters created here

1. Right click on the letter in the view above.
 2b. Select 'Send Electronically'.
 3. Select 'To Registered GP'.
 The letter will be sent when the record is saved.
 Select 'Print' to send any letters to default printer for posting.

4) End referral

Open Referrals Here

- 21 Feb 2024 1...Referral In to LLR Virtual Ward ... Receiving Care

1. Right-click on the referral in the view above. ←
 2. Select 'End Referral'.
 3. Complete details as appropriate.
 4. When prompted to end care, Select 'Yes'

Appendix XV – Save Template

Event Details

Date & Time
 Exact date & time Tue 26 Mar 2024 13:10

Template Patient - F2F Apply Template New Template

Staff
 Event done by Known staff member X Charlotte Massey
 Unknown
 Staff type Y Clerical Access Role
 Authorised by Charlotte Massey

Location
 Organisation X Ward Surgery Elective Colorectal Resection
 Other location Save as default

Comments

Contact
 Contact method Face to face Clinically relevant
 Event is incomplete (can be amended later) Admin event

Link to referral No linked referral
 Include ended referrals

Link to team X No team selected

Visibility
 Normal (Part of the shared record)
 Private (Not part of the shared record)
 Safeguarding Relevant

Activities
 Add Delete Amend

Exp...	Activity Type	With	Duration
<input type="checkbox"/>	Administration	Patient Record	0
<input type="checkbox"/>	**Please Specify**	Patient	0

Appendix XVI – Tasks Screen

Patient Appointments Reporting Audit Setup Clinical Tools Workflow User System Help

Register Ref In Caselo... Search VV Save Discard PRISM... Home Tasks Activity

HELP L... HELP U... Support

Create Breakdown Settings Refresh

All Tasks Summary Charlotte Massey

All Open Tasks (6)

- Unassigned Tasks
- Assigned to Groups
- Assigned to Teams (4)
- Assigned to Staff (2)
- By Status (6)
- Tasks from Elsewhere (1)

Filters

- For Me, My Groups and My Teams (4)
 - Approve Removal of Patient Data (2)
 - Patient Admitted (1)
 - Patient Discharged (1)
- For Only Me
- Due Today
- Due Tomorrow
- Overdue
- Created By Me (2)
 - Current Patient

Updated	By	For	Patient	Task	Status	Due Date	Started	Flags
26 Mar 2024		LLR Virtual W...		Patient Admitted	Not Started		<input type="checkbox"/>	
26 Mar 2024		LLR Virtual W...		Patient Discharged	Not Started		<input type="checkbox"/>	
25 Sep 2023	CM	LLR Virtual W...		Approve Removal of Patient Dat	Not Started		<input type="checkbox"/>	
25 Mar 2024	MI	JM		Discharges	Not Started		<input type="checkbox"/>	
13 Jul 2023	CM	LLR Virtual W...		Approve Removal of Patient Dat	Not Started		<input type="checkbox"/>	
25 Mar 2024	MI	JM		Discharges	Not Started		<input type="checkbox"/>	

6 Tasks

Tue 26 Mar 09:56 - Sent automatically by SystmOne
 This patient was admitted to University Hospitals of Leicester NHS Trust (Ward: Ward FHTR (Created By ADT)) on 26 Mar 2024 09:56 under the care of

Appendix XVII – Help & Support