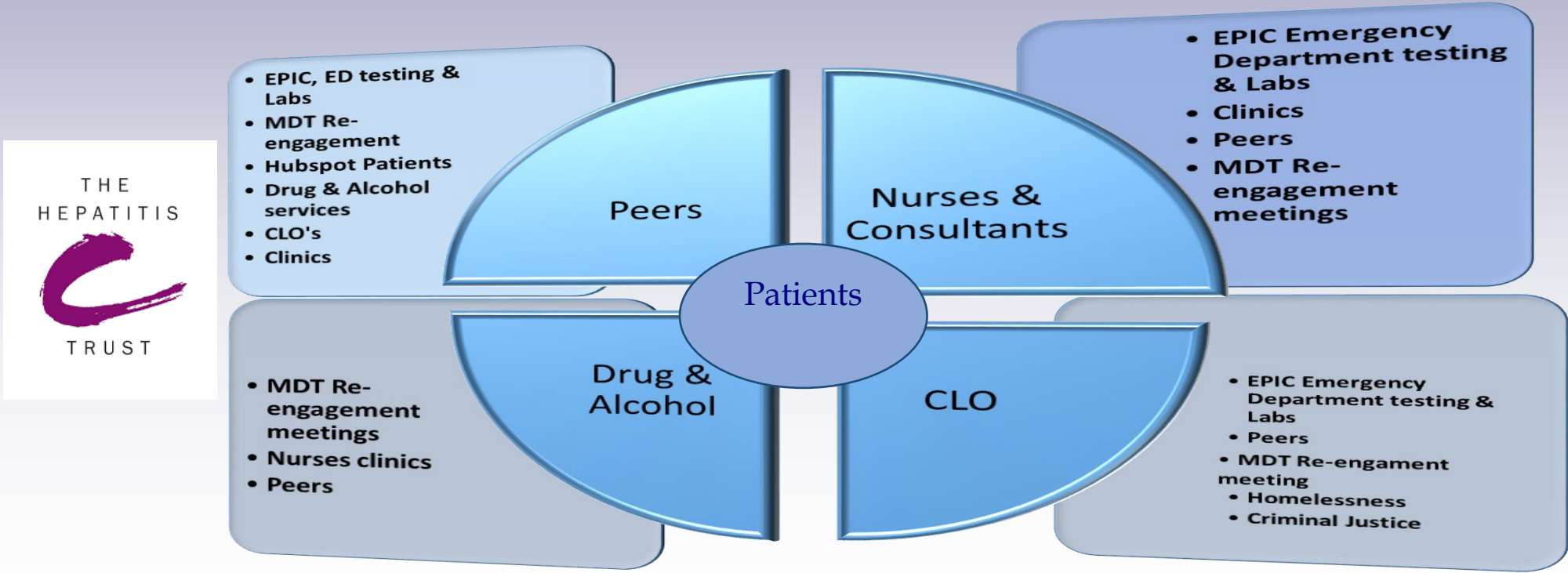


# A Hepatitis C peer program has seamlessly integrated into the Electronic Patient Record (EPR) system at the Manchester University NHS Foundation Trust (MFT) leading to enhanced patient care and robust data management

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## Background

Greater Manchester and East Cheshire Operational Delivery Network (ODN) for Hepatitis C adopted a peer program delivered by the Hepatitis C Trust in 2022. Multiple record keeping and data management systems across multidisciplinary teams are often a barrier to rapid patient care and accurate and timely record keeping, particularly when statutory and voluntary services work alongside one another. As part of this initiative, Hepatitis C Trust staff have an honorary contract with MFT to facilitate record access. Additionally, the decision to grant access to the hospital system demonstrates a commitment to collaboration and streamlined communication.



## Model

Hep C Trust Peers complete MFT EPR and Mandatory training to enable access to MFT EPR and email

Peers then are able to see patients' hospital information and participate in Re-engagement MDT meetings.

Re-engagement meetings are held every 6 weeks on Microsoft Teams; there is a list of either lost to follow up or difficult to engage patients.

Attendance groups include a representative from one of the drug and alcohol services, ODN manager, administrator, Hep c Trust Peers, and Community liaison officers (CLOs). (homelessness, Criminal Justice and Community) Nurses

## Conclusion

As a result of this model, patients who have been either lost to follow up or difficult to engage have received a multi agency approach to hep C elimination within the Greater Manchester and East Cheshire ODN.

The ability for Peers to add notes has reduced the chance of replicating work link to attempting to engage a patient.

Information governance is strictly maintained due to patient details kept with MFT and Honorary contracts issued.

Drug and Alcohol service clinic lists for patients are accessible within HIVE and the ability to do engagement work week before clinics has resulted in non attendance rates reducing from 75% to down to 5% on some of the community clinics. This is minuted in a list in EPIC available to clinical team (including Peers).

## Impact

### EPIC EPR Access

- Peers can check hep C status of a patient
- View treatment starts and test results
- Medication status
- Whether approved hep C treatment
- Take referrals and any letters cc'd to Peers from Nurses, CLO's and consultants
- Receive and send internal messages
- The last contact and by whom and add any contacts peers have had
- Re-engagement MDT lists and Clinic lists accessible within EPIC EPR

### MDT Re-engagement meetings (every 4-6 weeks)

- Discuss patients for engagement— Action for each patient is allocated to the best team for that person.
- Drug and Alcohol services can give intel to locate a patient, whether a patient on Opiate Substitution Treatment or has any up coming appointments that Hep C peers can attend to engage.
- Consultants can agree to approve hep C treatment through MDT if we think a patient is likely be located so fast access to medication is not hindered.
- Criminal Justice nurses and CLO's can check whether a patient is within CJ system
- Hep C peers can give updates on any work done, eg attempted door knocks.