# UEC-RAIDR App user guide

North of England Commissioning Support

## *Downloading the app*

### *For IOS (Apple) users*
Please visit the 'App store' and search for 'UEC-RAIDR' and download

### *For Android (Google) users*
Please visit the 'Google Play' store and search for 'UEC-RAIDR' and download

## *Running the app*

When you open the app you will be presented with this screen.  From here you will need to register (see below).  Once you've registered you will be able to sign in (see below) and use the app.



## *Registration & Authorisation*

We are aware that most users will be installing the app onto a corporate mobile device and that it is likely that these devices are restricted in terms of what can be installed.  Should you attempt to download the app and find that it is restricted by your organisation's policy, you will need to contact your IT department and inform us so we can liaise with them to resolve the restriction.

If your device is not restricted:

1. Upon installation, complete the registration page on the app
2. You will receive a verification email - please click on the link which will validate your email address
3. The 'UEC-RAIDR Urgent Care Application Access Form' (includes End User Licence Agreement) will be sent to you for completion, authorisation and submission
4. Subject to satisfactory authorisation, access to the app will be granted

## Signing into the app
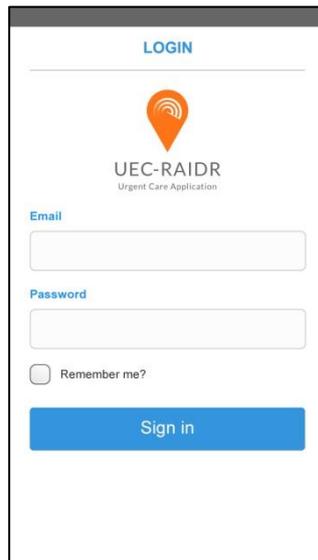


Once your request has been verified, you can sign in to the app. Click on 'Sign in' on the login screen (see above).  Enter your email address and password that you created during registration, click on 'Remember me?' and click on 'sign in'.  You'll only have to enter your details the first time you use the app.  Next time you use the app, just click 'Sign in' and your details will have been stored and you'll sign in automatically.

## Using the app

When you first sign in to the app you are presented with the 'Hospitals Overview' screen, showing you all the hospital sites in a single list.

## Hospital overview

There are two views in this section; a summary view showing the overall status of all the hospitals in your region and a detailed expanded view showing more detail of each metric for your chosen hospital site.

To view the overview for all the hospitals you will need to scroll down the screen.

The overview shows the summary status for each hospital for;
- ED (Emergency Department)
- Bed status
- Ambulance
- Handovers
- Calls

The colour coding gives you an indication of the level of pressure relating to each area (topic) (see section on 'Colour coding of topics and metrics' for more detail)

The number against each site in the coloured square indicates the OPEL (Operational Pressures Escalation Level) at that site (see OPEL).   This is the level declared by each site and is currently not
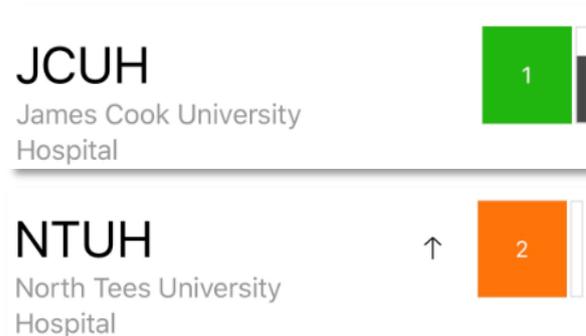


calculated using data in the app.  The black bar to the right of the OPEL level reflects the proportion of escalation actions that have been enacted (see 'Escalation actions' below).  An arrow to the left of the OPEL level indicates whether the level has changed in the latest data.  In the example above, the level has risen to 'OPEL 2' in the latest data.

### Escalation actions
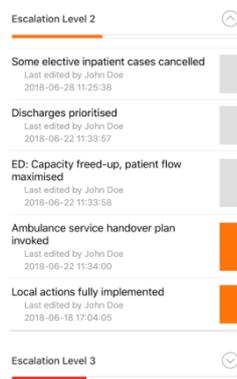


Clicking on the OPEL level on the 'Hospitals Overview' screen takes you to the 'Escalations' screen for that site.  Each level can be expanded by clicking on the chevron at the end of each row.  If you don't have edit permissions for that site, then the actions that have been performed will be indicated with the coloured bar.  If you do have edit permissions for a given site then instead you will see a toggle control so you can switch it on if that action has been performed (see FAQ **How do I get App 'edit' access?**)
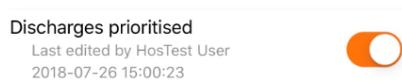
## Hospital detail

To access the detail for a selected hospital you can click anywhere in the section for that hospital. The detail for that hospital will appear from the right.  To get back to the overview screen click on the 'back button' at the top of the screen
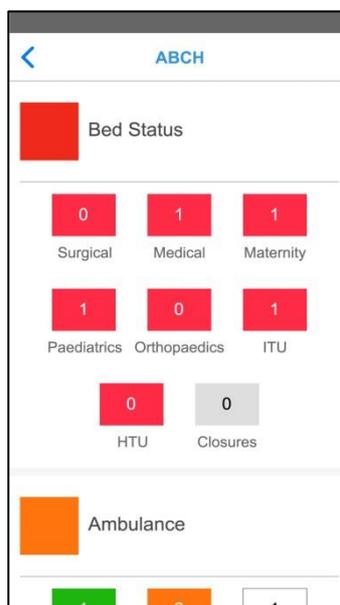
The areas (or topics) for you to explore for each hospital are;
- ED (Emergency Department)
- Bed status
- Ambulance
- Handovers
- Calls

Within each topic are individual metrics which collectively indicate the level of pressure at that site.

The metrics for each topic are as follows;

## ED (Emergency Department)
- **Resus** - this is the current number of resus beds available
- **Majors** - this is the current number of patients in ED who have been triaged and classified as 'Major'
- **Minors** - this is the current number of patients in ED who have been triaged and classified as 'Minor'
- **Wait** - this is the current time to wait to be seen (in minutes)
- **Diverts** - this is the number of ambulance diverts in place

## Beds status
Each of the following metrics show the current number of beds available in each specialty
- **Medical**
- **Surgical**
- **Orthopaedics**

- **Maternity**
- **Paediatrics**

and

- **Closures** - this is the current number of beds unavailable due to closure

## Ambulance

- **En route** - number of ambulances currently en route to that hospital site
- **At hospital** - number of ambulances currently waiting at that hospital site
- **Awaiting handover** - of the number of ambulances at the hospital site this is the number currently waiting to hand over the patient(s)
- **Awaiting clear** - of the number of ambulances at the hospital site this is the number that have completed handover and are now awaiting 'clear'

## Handover

These metrics indicate whether handover has occurred in a timely fashion, how many have breached the 15-minute standard etc. *NOTE: The figures are cumulative rolling totals in the previous 12 hours.*

- **Journeys -** total journeys to a site (arrivals)
- **HOs (Handovers) -** total number of completed handovers at site
- **HO15 -** total number of completed handovers at site that have taken 15-29 mins
- **HO30 -** total number of completed handovers at site that have taken 30-59 mins
- **HO60 -** total number of completed handovers at site that have taken 60-119 mins
- **HO120 -** total number of completed handovers at site that have taken 120 mins+
- **PostHO15 -** total number of completed handovers at site where 'handover to  crew clear' has taken 15-29 mins
- **PostHO30 -** total number of completed handovers at site where 'handover to  crew clear' has taken 30+ mins
- **Turn30 -** total number of completed handovers at site where total turnaround time is 30-59 minutes
- **Turn60 -** total number of completed handovers at site where total turnaround time is 60+ minutes
- **avgHO -** average time to complete 'arrival to handover'
- **avgPostHO -** average time to complete 'handover to clear'

## Calls

These metrics show the number of calls made to the corresponding service *since midnight*, i.e. to '111' or '999'.

- **999 calls -** total calls to 999 in that locality
- **111 calls -** total calls to 111 in that locality

NOTE:  each locality (based on CCG) is mapped to one or more hospital sites, so for a hospital site you will see the closest localities that are the usual catchment areas for that site

**Primary Care – GP**

This shows you an indication of the 'pressure' being experienced in general practices in the locality/localities near this hospital site.  You can see the number of practices that have declared each OPEL level. The coloured square indicates the overall pressure in primary care (green -> amber -> red -> purple)

| | GP - DDES | | |
|---|---|---|---|
| 40 | 0 | 0 | 0 |
| GP Opel 1 | GP Opel 2 | GP Opel 3 | GP Opel 4 |
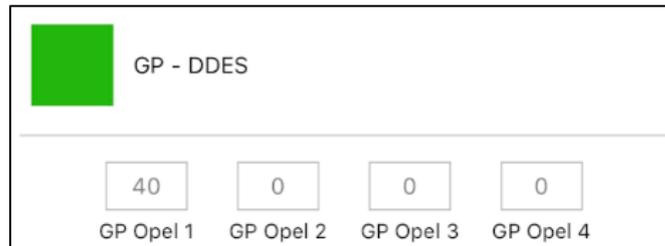
**Primary Care - Pharmacy**

This shows you an indication of the 'pressure' being experienced in community pharmacies in the locality/localities near this hospital site.  You can see the number of pharmacies that have declared unusually heightened levels of demand. The coloured square indicates the overall pressure across pharmacies in the locality (green -> amber -> red -> purple)

| | Pharmacy - DDES | |
|---|---|---|
| 74 | 0 | |
| Pharmacy OK | Pharmacy Busy | |

## Ambulance view

From the 'Hospital overview' screen, you can access the 'Ambulance view' by clicking on the ambulance icon in the top right corner of the display. This shows you only the 'Ambulance' topic. This means you can focus just on the ambulance activity at each hospital site.
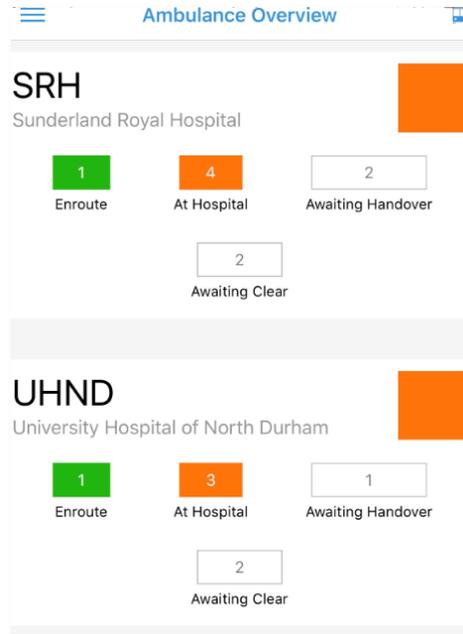


**Note** that the coloured square next to each site in the ambulance view reflects the status of the ambulance situation rather than the site OPEL level.

To return to the 'Hospital overview' screen just click on the ambulance icon again.
There is also an ambulance view in the 'pressure map' screen (see 'Pressure Map - Ambulance view') below)

## Pressure Map view

This shows you an overview of your region with each of the sites and their current OPEL rating
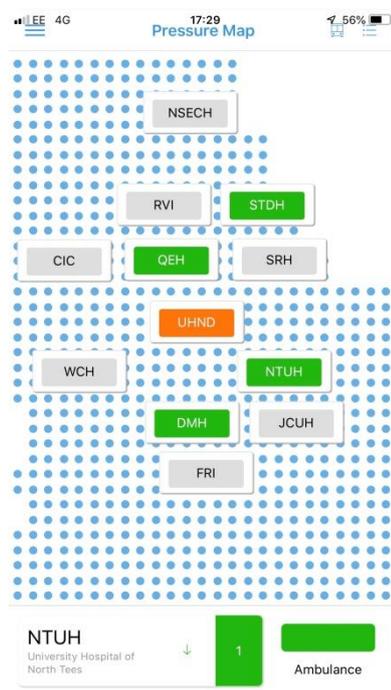
To access this screen you need to be in the 'Hospitals overview screen'

Clicking on the menu option (to the left of 'Hospitals Overview')

opens up a hidden menu from where you can choose 'Pressure map'

Clicking on a site in this 'map view' will also take you to the 'Hospital Detail' screen (see above).  At the bottom of the map screen you will also see a summary of your 'Favourite site' if you have selected one (see 'Settings')

There is also a 'Summary OPEL list' of all hospital sites which can be reached either by swiping from the right side of the screen or clicking on the 'list' icon in the top right of the 'Pressure map' screen

**Pressure Map – Ambulance view**

Whilst in the 'pressure map' view, you can see the overall status of ambulance activity across your region by clicking on the ambulance icon in the top right corner of the screen. **Note** that this now shows you status of the ambulance activity at each site rather than the OPEL level.

To return to the standard hospital pressure map, you can click again on the ambulance icon.
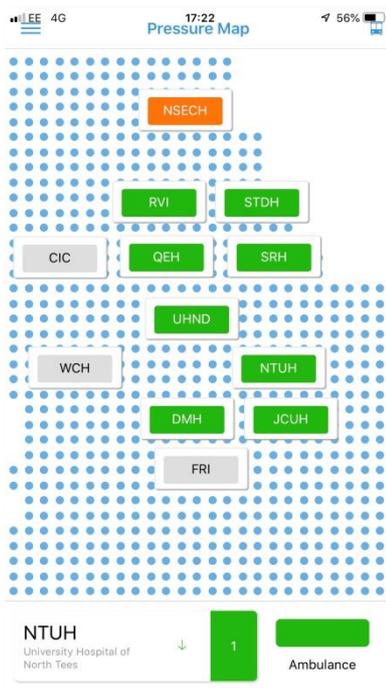
## Primary Care OPEL

This facility allows nominated individuals in each practice who have been authorised to do so (see FAQ **How do I get App 'edit' access?**) to 'set' their own OPEL level using the app, which is then available in an anonymised aggregate form so you can see the overall picture for primary care in your area.
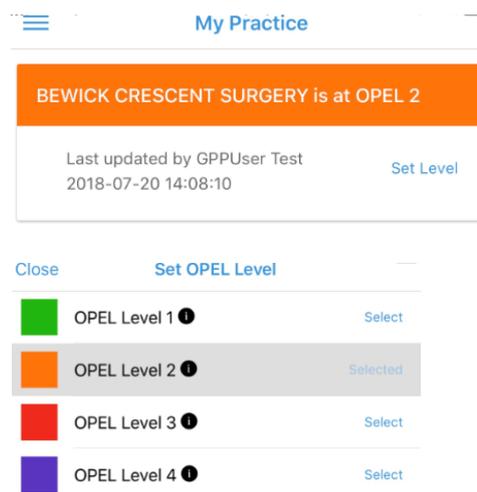
To access the primary care OPEL setting, click on

which reveals the hidden menu. Choose 'My practice' to go to the settings for your own practice.

Here you can select the appropriate level by first clicking on 'Set level'

Once you are presented with the options choose the correct level by clicking on 'Select' next to the level you want

See table below for suggested interpretation of primary care 'pressure'

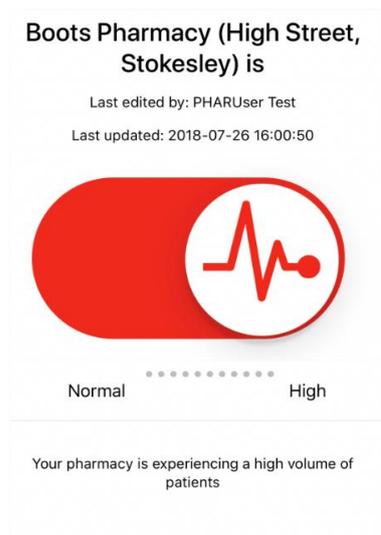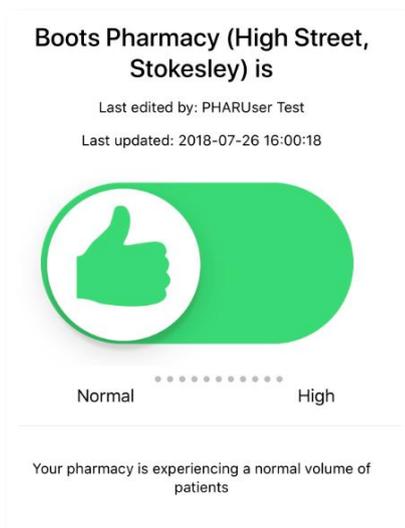| OPEL Level 1 | OPEL Level 2 | OPEL Level 3 | OPEL Level 4 |
|---|---|---|---|
| Business as usual | Some unexpected pressures but managed internally. | Significant unexpected reduced staffing or increased demand where this causes increased pressure on patient flow. | Significant unexpected reduced staffing or increased demand where this causes increased pressure on patient flow at a level that compromises service provision / patient safety. |

## Primary Care – Pharmacy

To access the pharmacy 'pressure' setting, click on ☰ which reveals the hidden menu. Choose 'Pharmacy' to go to the settings for your own pharmacy.

If your pharmacy is experiencing a high volume of demand, the nominated individual(s) who has been authorised to do so (see FAQ **How do I get App 'edit' access?**) , can indicate this by clicking on the circular 'thumbs-up' button, and is the activity goes back to normal this can be set back to green by clicking on the red icon.



Boots Pharmacy (High Street, Stokesley) is

Last edited by: PHARUser Test

Last updated: 2018-07-26 16:00:18

Normal    High

Your pharmacy is experiencing a normal volume of patients



Boots Pharmacy (High Street, Stokesley) is

Last edited by: PHARUser Test

Last updated: 2018-07-26 16:00:50

Normal    High

Your pharmacy is experiencing a high volume of patients

## Settings

The 'Settings' section is accessed by clicking on the menu option (top left)

☰

to open a hidden menu from where you can choose 'Settings'

Within 'Settings' you can

- Set 'My hospital'
- Turn notifications (alerts) on or off
- Set which alerts you want to be notified about

## 'My hospital'

To set a hospital as 'My hospital' click on 'My hospital' and select a hospital from the list.  Once its highlighted, click on ok to set that selection.  To remove, go back into the selection screen and choose the 'blank' site at the top of the list.
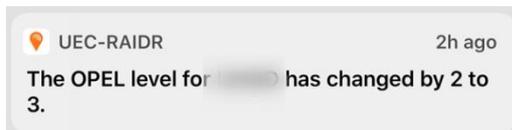
## Notifications

The app is able to notify you when information changes.

To turn it on click the slider next to 'Notifications' – this is the 'master' switch for all notifications within the app

Current 'Notification' events
- The OPEL level at that site changes (shows the change and the new value)



*- more coming soon*

To select the sites you choose to be notified about, choose the hospitals under 'Alerts' by ticking the sites you want, or clicking 'Select all'

## *About the app*

### Colour coding of topics and metrics

Each topic and metric is colour coded to provide a visual clue of the relative position of the current information in relation to the typical position of that metric

Each metric ranges in colour in the usual RAG (Red-Amber-Green) manner with the addition of purple as particularly severe.

The thresholds for the 4 possible levels are calculated as the 4 quartiles based on previous data (up to 6 months where available) NOTE: This means that the same numerical value for two distinct hospitals might be a different colour.
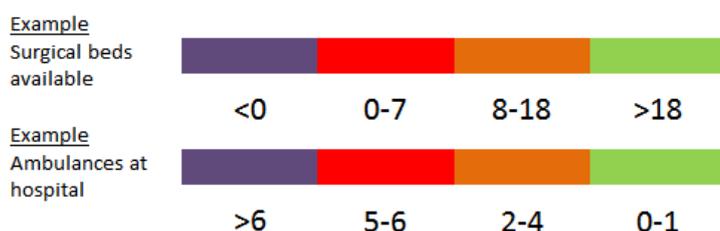


Not all metrics have a colour – where they only provide information, such as 'Awaiting handover', or where a set of thresholds has not been calculated and set . In these cases the metric will be a white box
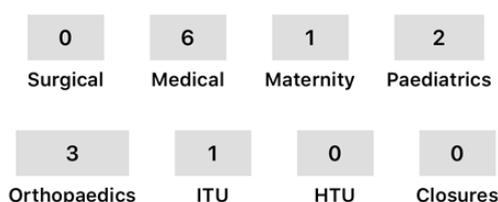


In addition, each topic is an 'average' of the statuses of each of its component metrics e.g.



### 'Stale' data

The data in the app intends to show the current position.  However, there may be occasions where the data is 'out of date' for a range of reasons.  In that instance the topic that is not showing current data will turn 'grey' (see image)

## *Troubleshooting / FAQs*

**Q. Why can't I sign in?**

A. Make sure you use the exact email address and password that you registered with.  If you still can't sign in contact [NECSU.UECNetwork@nhs.net](mailto:NECSU.UECNetwork@nhs.net)  for assistance.

**Q. Why is the topic/metric not colour coded?**

A. Not all metrics have a colour – where they only provide information, such as 'Awaiting handover', or where a set of thresholds has not been calculated. In these cases the metric will be a white box

A. The data in the app intends to show the current position.  However, there may be occasions where the data is out of date for a range of reasons.  In that instance the topic that is not showing current data will turn 'grey'

**Q. How do I show the details of each hospital site?**

A. To access the detail for a selected hospital you can click anywhere in the section for that hospital.  The detail for that hospital will appear from the right.  To get back to the overview screen click on the 'back button' at the top of the screen

**Q.  How do I get App 'edit' access?**

A. 'Edit' Access to be able to report Hospital OPEL Escalation Actions or increased demand in primary care / pharmacy, is only for nominated representatives and will need approval from your organisation.

    a. New Users will need to follow the Registration & Authorisation process.  The User Access Request form includes a tick box for 'ESCALATION / DEMAND FUNCTIONALITY REQUIRED' and requires organisation & Local A&E Delivery Board (LADB) approval.

    b. Existing Users, who have already followed the above process, can be approved via email from their organisation.

**Q. Who can i contact for support?**

A. If you have any questions or issues whilst using the app please get in touch with us at [NECSU.UECNetwork@nhs.net](mailto:NECSU.UECNetwork@nhs.net)

**Q. Is there a roadmap of future developments?**

A. We will be publishing a list of future features soon

**Q. How can I contribute to the app development?**

A. We are planning future enhancements to the app and welcome your ideas and suggestions. Please email us at [NECSU.UECNetwork@nhs.net](mailto:NECSU.UECNetwork@nhs.net)

Q. **What is OPEL?**

A. OPEL (Operational Pressures Escalation Level) is a framework for Health services to manage and communicate their resilience and preparedness for increasing pressure.  At increasing OPEL levels (from 1-4) additional actions are taken in an attempt to cope with the increasing system pressure.  For more details please refer to [https://www.england.nhs.uk/wp-content/uploads/2012/03/operational-pressures-escalation-levels-framework.pdf](https://www.england.nhs.uk/wp-content/uploads/2012/03/operational-pressures-escalation-levels-framework.pdf)

Whilst this idea began in acute hospital trusts, a similar mechanism can be used across health and social care to indicate and manage 'system pressure'. The app contains functionality to support both hospital based OPEL and Primary Care OPEL.