



Supporting your Trust's guidelines and policies

Richard Bridgen

Caring for You

United Lincolnshire Hospitals

NHS Trust





Background

- Complaints
- Common problems
- Why did the library get involved?

The screenshot shows the 'Intranet Documents' page of the United Lincolnshire Hospitals NHS Trust. On the left is a blue navigation sidebar with 'Options' (Documents Home, Create a Document, View My Documents, Intranet Home, This Frame: Expand :: Shrink) and 'Parts' (Parts). The main content area includes a 'Help' icon, the title 'Intranet Documents', and a welcome message. It lists various document categories with links: Clinical Guidelines, Corporate Policies, New Documents, Departments, Doc Types, Search, and Parts. A 'Disclaimer' section at the bottom states that all staff should read and note the following points before accessing any of the above documents:

- If it is found necessary to print off a hard copy, it is only accurate as at the time of printing and could be superseded at any time.
- If manual hard copies have been printed and new versions are subsequently issued, staff will be responsible for ensuring that old copies are destroyed, and if necessary, new copies are printed.
- Every effort will be made to notify staff when new versions of these documents are published.

On the right side of the page, there are two icons: 'Help Videos' and 'Favourites'.



Clinical Documents

[Clinical Guidelines/PGDs](#)[Quality Governance](#)[Clinical Effectiveness](#)[Clinical Audit](#)[Best Practice](#)[Contact Us](#)

Clinical Guidelines - Medical

Please find below links to all of the medical clinical guidelines and protocols currently produced within the Trust. A more comprehensive list of medical guidelines will be published in the near future following ratification.

- Allergy
- Anaesthesia
- Breast care
- Cardiovascular
- Critical and Acute Care
- Dermatology
- Diagnostics
- Endocrine and Metabolic
- Gastroenterology
- Haematology
- Infection
- Infection
- Neurology
- Obstetrics/Gynaecology
- Oncology
- Ophthalmology
- Pain Management
- Renal
- Respiratory
- Stroke
- Urology

****Where guidelines are past their review date they should be interpreted with caution and you may wish to cross reference with other sources****

Guidelines

- Blood Transfusion
- Cardiology
- Forms
- Gynaecology
- Haematology
- HIV Testing
- Hospice in Hospital
- Infection Control
- Maternity
- Medical
- Neonatal
- Nursing
 - Mid-Trent Cancer Network
- Paediatrics
- Pharmacy
 - Medicines Formulary
 - Shared Care Guidelines
- Resuscitation
- Specialist Rehabilitation
- Surgical

Caring for You

United Lincolnshire Hospitals



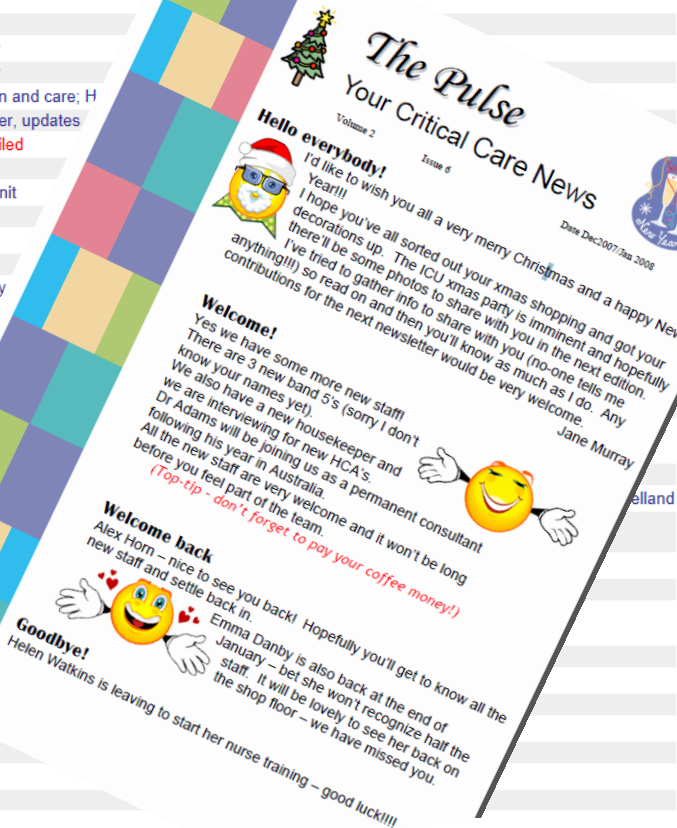
NHS Trust



Metadata

Metadata (Document Supporting Information)

Identifier:	2579
Title:	ICU newsletter
Description:	ICU newsletter
Subject.Category:	Health, nutrition and care; H
Subject.Keywords:	MDA, newsletter, updates
Creator:	User lookup failed
Creator Job Title:	sister
Creator Department:	Critical Care Unit
Contributor:	n/a
Contributor Job Title:	
Contributor Department:	
Publisher:	[Email] Slaney
Publisher Job Title:	Nurse
Publisher Department:	Intensive Ca
Audience:	Intranet
Approved By:	kerry slar
Rights Data Protection Act:	
Rights Environmental Information Regulations:	
Rights Freedom of Information:	
Relevant Trust Sites:	B/
Date Created: (Published in this system)	
Date Issued:	
Date Approved for Release:	
Date Next Version is Due (Review Date):	
Cut-Off Date:	
Manual Status:	
Automated System Status:	active
Type:	Newsletter
Language:	eng
Re-production Charge:	
Notes:	



- No categorisation
- What's searchable
- Lack of keywords and description



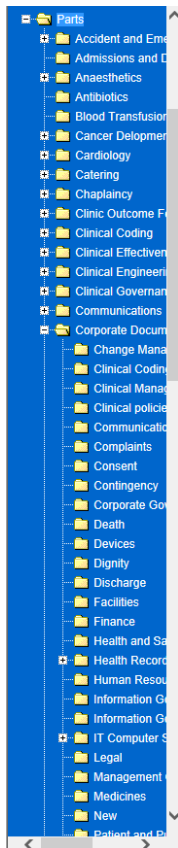


Corporate Documents

- No browse lists or categorisation
- No obvious way of finding documents
- Publishing multiple versions of same document
- Clinical risk/Governance issues
- Too many publishers
- Review



Document publishing 1



Help | Copy Link*
* (for pasting into an email or creating a hyperlink on the Intranet)

Document Display





Metadata (Document Supporting Information)

Identifier:	14437
Title:	Information Governance Policy
Description:	The purpose of this document is to provide guidance to all ULHT staff, including those working for the Trust i.e. contractors, agency staff etc., on Information Governance
Subject.Category:	Governance; Information governance
Subject.Keywords:	information governance, confidential, security, secondary use, data, ISGoC, contractor, sub-contractor, caldicott, person identifiable, SIRO, information asset owner, CIO, chief information officer, assurance framework, IAO, anonymisation, anonymization, pseudonymisation, pseudonymization, IGTK reporting, data protection, DPA, personal data, disclosure, data sharing, access, health record, medical record, PID, duty of confidence, subject access request, SAR, fee, parental access, capacity, consent, informal access, verbal request, AHRA, deceased, complaint, third party, 3rd party, vulnerability, risk, couter measure, decommissioning, accreditation, disposal, safe haven, communication, fax, post, email, telephone, phone, police, voice mail, answerphone, answer phone, whire board, face to face, face-to-face, media, press, employer, road traffic accident, RTA, missing person, terroris, public interest, children, serious incident, gunshot, knife wound, GP, general practice
Creator:	[Email] Stocks, Andrew
Creator Job Title:	Information Governance Manager
Creator Department:	Information Governance
Contributor:	n/a
Contributor Job Title:	
Contributor Department:	
Publisher:	[Email] Bridgen, Richard
Publisher Job Title:	Library and Knowledge Services' Manager
Publisher Department:	Library
Audience:	Intranet
Approved By:	Policy Approval Group
Rights Data Protection Act:	
Rights Environmental Information Regulations:	
Rights Freedom of Information:	
Relevant Trust Sites:	Boston; Gainsborough; Grantham; Holbeach; Johnson; Launden House; Lincoln; Louth; Skegness; Welland
Date Created: (Published in this system)	27 April 2015
Date Issued:	15 April 2015
Date Approved for Release:	16 March 2015
Date Next Version is Due (Review Date):	16 March 2017
Cut-Off Date:	
Manual Status:	New
Automated System Status:	active

United Lincolnshire Hospitals 
NHS Trust

[Show: Administration tools]

View or Download

-  Information Governance Policy 2015 [FINAL].pdf
313kB Adobe Acrobat PDF
-  IG policy Appendix 1 - IG Assurance Framework [FINAL].pdf
294kB Adobe Acrobat PDF
-  IG policy Appendix 2 - Data Protection [FINAL].pdf
185kB Adobe Acrobat PDF
-  IG policy Appendix 3 - Access to Health Records [FINAL].pdf
341kB Adobe Acrobat PDF
-  IG policy Appendix 4 - Information Assurance Framework [FINAL].pdf
322kB Adobe Acrobat PDF
-  IG policy Appendix 5 - Safe Haven and Communication [FINAL].pdf
283kB Adobe Acrobat PDF

- Multiple docs
- Meta-data
- Parts



Document publishing 2

1. Info 2. Responsibilities 3. Details 4. Locations 5. Classes 6. Upload

1. Document Information (General)

Title:

Type:

Policy No:

Description:

Status: Version Status

Dates: Review Cut-Off

[View Current](#) [Next >>](#)

1. Info 2. Responsibilities 3. Details 4. Locations 5. Classes 6. Upload

3. Document Information (Detailed)

Category:

Keywords:

DPA Exempt:

EIR Exempt:

FOI Exempt:

Charge:

[View Current](#) [Next >>](#)

1. Info 2. Responsibilities 3. Details 4. Locations 5. Classes 6. Upload

6. Upload Document

Upload: Browse... Upload

New File

Filename, Last Uploaded	Size
Information Governance Po... 27/04/2015 11:04:04	Replace <input type="radio"/> Delete <input type="radio"/> 313kB
IG policy Appendix 1 - IG... 27/04/2015 11:04:11	Replace <input type="radio"/> Delete <input type="radio"/> 294kB
IG policy Appendix 2 - Da... 27/04/2015 11:04:31	Replace <input type="radio"/> Delete <input type="radio"/> 185kB
IG policy Appendix 3 - Ac... 27/04/2015 11:04:54	Replace <input type="radio"/> Delete <input type="radio"/> 341kB
IG policy Appendix 4 - In... 27/04/2015 11:05:09	Replace <input type="radio"/> Delete <input type="radio"/> 322kB
IG policy Appendix 5 - Sa... 27/04/2015 11:05:26	Replace <input type="radio"/> Delete <input type="radio"/> 283kB

Click the File Name then select "Open" to view or "Save" to save

[View Current](#) [Delete Selected](#) [Complete >>](#)

Please click 'Browse...' to locate the file and then click 'Upload' to assign to this document [[Help](#)]

New File: Uploads a new file
Replace: Swaps for new file
Delete: 'Delete Selected' file

Permitted File Types

- Adobe Acrobat PDF .pdf
- Plain Text .txt
- Rich Text .rtf
- MS Word Document .doc
- MS Word Template .dot
- MS Excel .xls
- MS PowerPoint .ppt
- MS PowerPoint Show .pps
- MS Publisher .pub

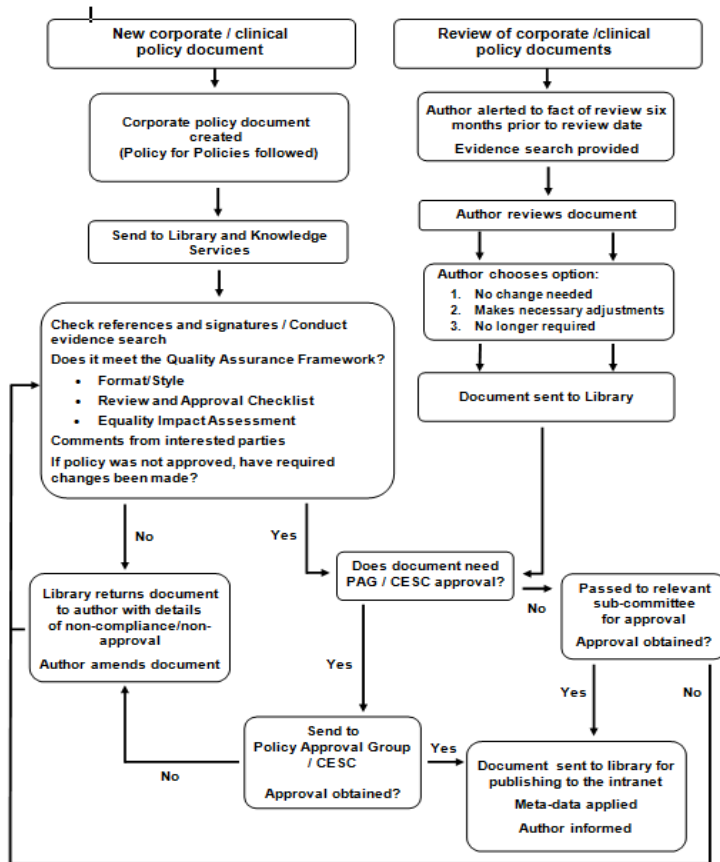


Corporate Documents' Review

- NHLA inspection
- Asked to manage review process
- No system/process
- 6 months' notice
- Evidence searches
- Quality Assurance



The Process



- Library sole publisher of documents
- Designed process
- [Evidence search](#)
- Incorporated into Trust policies
- Enhanced meta-data
- Quality assurance – [Checklist](#) / [Style](#)
- Final document to approver
- Publish



Making it Easier

- Intranet area
- Browse lists
- Search
- Recently published

Corporate Policies

Home

Best Practice: corporate

Intranet Home

ULHT corporate policy documents

Welcome to the corporate policies area of the Intranet. Here you will find all of the corporate policy documents published in the Trust.

Policy documents comprise policies, guidelines, procedures and protocols.

Please use the browse links or [search box](#) to the right.

corporate policies' search

Browse menu

- Clinical Coding
- Communication
- Complaints & Investigation
- Consent
- Contingency
- Corporate Governance
- Death
- Dignity
- Discharge
- Facilities
- Finance
- Health & Safety
- Health Records
- Human Resources
- ICT Department
 - Business Contingency Plans
 - Security & Access
- Information Governance
- Legal
- Medical Devices
- Medicines
- Patient & Public Involvement
- Patient Management
 - Plan From Every Review
- Radiation Protection
- Research & Development
- Risk Management
- Safeguarding
- Training
- Workforce

Recently published Policy Documents

43 Record(s) found

Title	Type	Review Date	Details
'See it my way': Complaints & Concerns Procedure	Procedure	21 Jul 16	Details 1 file(s)
Appraisal Policy	Policy	24 Oct 16	Details 1 file(s)
Bariatric Pathway	Diagram	17 Dec 16	Details 1 file(s)
Bedrail Policy / Lincolnshire Joint Policy and Procedure for the Safe Use of Bed Rails in the Community (Part A - Adults)	Policy	19 Jan 17	Details 2 file(s)
Capability Policy	Policy	30 Sep 16	Details 1 file(s)
Carers' Policy	Policy	09 Jun 17	Details 1 file(s)
Clinical Audit Report Writing	Manual	12 Sep 16	Details 1 file(s)
Computer Acceptable Use Policy	Policy	15 Sep 16	Details 10 file(s)
Data Quality Policy	Policy	19 Mar 17	Details 1 file(s)
Disciplinary Policy	Policy	30 Sep 16	Details 1 file(s)
Flexible Working Policy	Policy	24 Oct 16	Details 3 file(s)
Grievance Policy	Policy	30 Sep 16	Details 1 file(s)
Induction and Core Learning			Details

[Find other corporate documents](#)

[Search for clinical documents](#)

[Develop a corporate policy](#)



Issues

- Chasing
- Tracking
- Authors change jobs/leave the Trust
- Escalation
- Formatting
- Process
- Approval
- EIAs – Equality Impact Assessments



All Change

- New intranet purchased specifically to make finding documents more easily.
- One search box

Site map Contrast:

Enter keywords

United Lincolnshire Hospitals **NHS**
NHS Trust

Home A - Z Quality & Safety Our Trust News ULHT Website Training / Core Learning My Favourites Login Area

Beyond good
Quality improvement journey
ulhtrinet/beyond-good

Read the finance FAQs today.

Make every penny work for patients The more you save, the more care we can deliver

Frequently asked questions about ULHT's finances are published

Staff are asking questions about the Trust's finances - what it means for the trust, staff and for patients. [Click here to read more...](#)

1 2 3 4 5 6 ||

Trust Performance

	Target	Actual
MRSA bacteraemia	0	1
A&E Wait	95%	92.86%
18 Week Wait Admitted	90%	81.74%
18 Week Wait Non-Admitted	95%	90.93%

[Clostridium Difficile performance](#)

Datix Report an Incident (IR1)

Key Priorities

Emergency Planning
Learn how as an organisation we respond to major incidents.

Clinical Strategy
Find out more about the progress of the project groups and FAQs.

Core Learning
Manage and record your core learning, access e-learning or book onto a class.

Beyond Good
Read the latest on the 4 Beyond Good programmes.

Marketplace / Noticeboard Latest Team Brief Podcasts Discussion Forum

Latest News
Find out the latest ULHT news

Popular Links

- Clinical Guidelines / PGDs
- Human Resources
- Information services
- Junior Doctors Portal

What would you like to do?

- Telephone Directory
- Absence Reporting
- Appraisal Reporting
- Report an Incident (IR1)

Caring for You

New Intranet – New System

The screenshot displays the VerseOne CMS interface. The top navigation bar includes a search field with 'Contacts' entered, a user profile icon, and an 'Admin' dropdown. The left sidebar contains a 'Media Manager' section with 'Upload Media' and 'Search media' options, and a 'Placements' section. The main content area shows the 'Information Security Policy' page with the following details:

- Display name:** Information Security Policy
- Approving trust:** (empty)
- Description:** Sets out the organisation's policy for the protection of its information assets; that is information in all its forms, electronic information systems (EIS) including PCs, networks and applications and paper based manual information systems (MIS).
- Access:** Public (everyone can see this item)
- Owner:** Andrew Stocks
- Thumbnail image:** No file selected
- Type:** Procedure
- Approved By:** Policy Approval Group
- Date Trust Approved:** 19 Nov 2013
- Reference Number:** ULH-GOV-ISP01
- Keywords:** information, security, governance, security, retention, information sharing, caldicott, communications, data validation
- External Reference:** 6774
- Document Version Id:** 4.0

On the right side of the page, there are buttons for 'Edit', 'Unpublish', 'Send to...', 'Print', 'Refresh', and 'Duplicate'. The footer of the interface shows 'VerseOne Enterprise Control Panel (ECP) "Atlas" v5.0.136 | ©2015, VerseOne Technologies Ltd'.

Simpler
Easier to find



The problems

Archived documents

Emailed links

Meta-data

Virtual documents

Search problems – not keywords or phrases

File locations – folder names

Embedded links



CQC Inspection

- Raised concerns with Medical Director
- Went back to using the old documents search system
- Revamped search
- Documents search default

Intranet Search

Welcome to the new intranet search page. This page has been created to help you find the important information you need.

Please contact the ICT Service Desk (on extension 5800) if you have any questions or need help with finding something on the intranet.

Search for: (each keyword)

Search in:

- 1: All documents
- 2: Clinical Guidelines
- 3: Corporate Policies/Procedural Documents
- 4: Patient Information Leaflets

Note: You can press ALT + [number] to pick an option

- 5: Intranet Page Titles (faster search)
- 6: Intranet Page Content (slower search)

Search Results

All documents

49 Record(s) found [[Search Again \(above\)](#)]
Note: Sorted by rank (click "Title" heading to sort alphabetically)

[Metadata matches: **governance** (115)]
Find out: [How to make the most of your search](#)

Title	Type	Review Date	Details
Corporate Governance Manual	Manual	05 Nov 15	Details 1 file(s)
Clinical Governance Annual Report 2004/05	Report	31 Mar 05	Details 1 file(s)
Clinical Governance Annual Report 2003/2004	Report	31 Mar 04	Details 1 file(s)
Clinical Governance Annual Report 2002/2003	Report	31 Mar 03	Details 1 file(s)
Developing a Clinical Governance / Audit Meeting Programme	Procedure	01 Apr 16	Details 1 file(s)
Clinical Governance Performance Management for 2006/07	Report	31 Mar 07	Details 1 file(s)
Clinical Governance / Audit Programme Dates 2008/2009	Report	31 Mar 09	Details 1 file(s)
Clinical Governance Performance Management for 2007/08	Report	31 Mar 08	Details 1 file(s)
Information Governance Policy	Policy	16 Mar 17	Details 6 file(s)
Clinical Governance / Audit Programme Dates 2007/2008	Report	31 Mar 08	Details 1 file(s)
Clinical Governance Development Unit Project Up-date form	Form	01 Apr 16	Details 2 file(s)

Browse

- ▼ Browse for Intranet Documents:
 - ▶ Clinical Documents: A-Z
 - ▶ Clinical Documents: By Subject
 - ▶ Clinical Documents: New
 - ▶ Clinical Policies
 - ▶ Patient Group Directions
 - ▶ Take Note: Inpatient Docs.
 - ▶ Under Review but Still Valid
- ▼ Corporate Documents: A-Z
 - ▶ Clinical Coding
 - ▶ Communications
 - ▶ Complaints/Investigation
 - ▶ Consent
 - ▶ Contingency
 - ▶ Corporate Governance
 - ▶ Death
 - ▶ Dignity
 - ▶ Discharge
 - ▶ Facilities
 - ▶ Finance
 - ▶ Clinical/Corporate Governance
 - ▶ Health & Safety
 - ▶ Health Records
 - ▶ Human Resources
 - ▶ ICT Services
 - ▶ Information Governance
 - ▶ Legal
 - ▶ Medical Devices
 - ▶ Medicines
 - ▶ Patient & Public
 - ▶ Patient Management
 - ▶ Plan from every Review
 - ▶ Radiation Protection
 - ▶ Research & Development
 - ▶ Risk Management
 - ▶ Safeguarding
 - ▶ Security Management
 - ▶ Training
 - ▶ Workforce
- ▶ Corporate Documents: New
- ▶ Under Review but Still Valid
- ▶ Patient Information Leaflets
- ▶ Recently Published/Updated



Process – Easy to Find and Follow

Publishing Corporate Documents

All you need to know about publishing corporate policies, protocols, procedures, strategies and manuals.

Writing a New Document

1. Before you start writing a new document, use this checklist to decide whether you really need to write it. Obtain approval for writing the document.
2. If you need to write a new policy use the approved Trust template for the document. There is one for corporate policies and another for corporate procedural documents.
3. Use the latest evidence. Library and Knowledge Services can provide an [evidence search](#), or a [literature search](#) if required.
4. Consult with relevant stakeholders. These may include other departments, directorates or external organisations.
5. Obtain approval for the final document. The Policy Approval Group (PAG) are responsible for final approval of corporate policies.
6. Send your documents to Library and Knowledge Services via intranet.publishing@ulh.nhs.uk for quality assurance and publishing.
7. See *Publishing New Corporate Policies and Procedural Documents* for details of the publishing process.

Updating an Existing Document

Documents must be reviewed every two years, or sooner if new legislation, standards, or guidance necessitates the document being updated.

1. Library and Knowledge Services will alert you to the fact that a document needs review six months in advance of its review date.
2. The options at review are:
 - a. Document is no longer required.
 - b. No changes are required to the document.
 - c. Document needs/has had minor changes.
 - d. Document needs/has had major changes.
3. Obtain approval for your chosen option. Send approval email, and if option c or d has been selected, the updated document to Library and Knowledge Services via intranet.publishing@ulh.nhs.uk.
4. Document is deleted, published, has its review date extended, or is taken to PAG for final approval.
5. See *Publishing Updates to Existing Corporate Policies and Procedural Documents* for details of the publishing process.



Read these first

- Before you start writing your document [doc] 56KB
- Publishing New Corporate Policies and Procedural Documents [pdf] 14KB
- Publishing Updates to Existing Corporate Policies and Procedural Documents [pdf] 74KB

Use these templates

- Corporate Policy template[docx] 56KB
- Corporate Procedural Document Template[docx] 39KB

Search

- Search for Corporate Policies and Procedural Documents

For information

- Overview of how to publish corporate policies or procedural documents [pdf] 83KB
- Policy for the Development of Policies and Procedural Documents[pdf] 349KB
- Completing the Equality analysis and the Equality Duty template [pdf] 305KB

- [Flow chart](#)
- [Step-by-Step New](#)
- [Step-by-Step Review](#)
- [NHS England](#)
- [Corporate Policy template](#)
- [Clinical Policy template](#)
- [Corporate Procedural](#)



Record Keeping

Corporate Documents

ID 5 Review date 03/03/2014 Document status Review Type Policy Author

Current status Review: response received: place under review Published/Archived on Job title

Document name Waste Management Policy Department

Six-month review section

Six-month review? Review outcome Approved by

Evidence search completed? Review extended to Approved on

Search Assigned to Responses and Notes Chased 2/9/2014. Escalated to Paul Boocock 19/11/2014. John Wilson has in in hand - emailed Suneil Kapadia with progress report 18/12/2014.

Author contacted on 16/10/2013

Author responded on 16/10/2013

URL Archived on Flag to JW Under Review Status 30/05

Quality Assurance section

Document received for QA on In documents' system QA required

Correct template? Associated documentation included?

Formatting OK? IMR section completed?

References included? Monitoring compliance table included?

Introduction included? EIA completed?

Purpose included? Review and Approval Checklist competed?

Objectives included? Signature sheet completed?

Scope included? Version Control completed?

Responsibilities included? References checked with Evidence Search?

Definitions included? Details of QA sent to author on

Committees section

Which committee?

Other committee approval obtained?

Which other committee?

When was other committee approval obtained?

PAG/CESC Section

PAG/CESC meeting at which discussed

PAG/CESC decision

PAG comments

Author notified of PAG/CESC decision

Document returned on

PAG/CESC changes included in document

PAG/CESC changes - notes

- Keeping track
- Emails
- IT designed database
- Developed own
- Automated reports



Patient Information

Information Standard

Incorporated into Policy

Flow chart

Search Process

Evidence searches

Review process

Contacts

If you have any problems or questions when you are at home, please contact the nurses at the Cardiac Catheter Laboratory or the office of the cardiologist who arranged for you to undergo the angiogram:

Hospital	Cardiologist	Phone Number	Extension
Lincoln County Hospital	Dr. R. Andrews	01522 512512	Ext.2648
	Dr. W. Arthur	01522 573600	
	Dr. P. John	01522 597873	
	Dr. S. Kelly	01522 597875	
	Dr. J. Fernandez	01522 597535	
Pilgrim Hospital	Dr. O. O'Brien	01522 512512	Ext.2631
	Dr. K. Lee	01522 512512	Ext.2631
	Dr. V. Venugopal	01522 512512	Ext.3852
Grantham Hospital	Dr. A. Houghton	01205 448489	Ext.2631
	Dr. J. Khoo	01205 445538	Ext.3852

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in other languages, large print, audio (CD or tape) or Braille, then please e-mail the Public Involvement Team on patient.involvement@ulh.nhs.uk or contact 01476 464440.

United Lincolnshire Hospitals NHS Trust
Having a Coronary Angiogram (Cardiac Catheterisation)
Cardiology
www.ulh.nhs.uk

Caring for You



The Future

Procedural documents

Policies risk assessed RAG

Green – dealt with as per procedural documents

Amber – review after 5 years

Red – review after 3 years

Risk grading = Likelihood x Severity (L x S) = Risk Grading, e.g. Possible 3 x Major 4 = 12 (Amber with high severity)

Likelihood					
Almost Certain - 5	5	10	15	20	25
Likely - 4	4	8	12	16	20
Possible - 3	3	6	9	12	15
Unlikely - 2	2	4	6	8	10
Rare - 1	1	2	3	4	5
	Negligible - 1	Minor - 2	Moderate - 3	Major - 4	Catastrophic - 5
	Severity				



And Finally

- Any questions
- Contact details

richard.bridgen@ulh.nhs.uk

01522 573940