



**Professional  
Record  
Standards  
Body**

## PRSB site report executive summary

During 2017 the PRSB visited fifteen organisations, including acute and mental health trusts as well as STPs. The aim of the visits was to understand these organisation's experience of implementing the discharge standard. This was not a systematic review, more a series of short interviews at which some common themes emerged. The outputs fall into two broad categories: five overall findings, followed by five implementation recommendations.

### Overall Findings

1. Our findings reinforced the widely recognised importance of clinical leadership and engagement across the local health system to the successful implementation of the discharge summary standard, enabling it to meet the needs of both the discharging clinicians and the GPs. Collaboration across the system facilitates developing a usable user interface and pilot testing with the ability to learn and improve before rollout.
2. We were told that the importance and value of the discharge summary was not always understood by those charged with completing it, which may result in poor quality, incomplete and inaccurate discharge summaries.
3. We found that there was a lack of understanding of the minimum essential information required to be compliant with the discharge summary standard leading to a concern that the data capture requirements may place additional burden on junior doctors. This was of particular concern in organisations that were unable to readily "pull" existing information from systems to pre-populate the discharge summary.

4. Organisations are keen to engage with patients and provide them with the information they need on discharge but some are not sure how to approach this and what good looks like.
5. We found that a lack of compliance with the national standards of some installed clinical systems, and cost to the individual trusts of deploying compliant systems, are barriers to implementing the discharge summary standard.

## Recommendations

1. PRSB to develop materials to support CCIOs and Medical Directors in driving the change locally.
2. PRSB to develop generic learning resources to support local education on the importance of a high quality discharge summary.
3. PRSB to review, clarify and communicate the minimum essential information required to comply with the discharge summary standard to ease the burden on those organisations without the ability to capture or use information to pre-populate the discharge summary from clinical systems already in use.
4. NHS Digital should pilot the implementation of the discharge summary standard (in its structured, coded form) with a range of trusts, EPR systems and GP systems to help identify potential implementation issues and to ensure compliance and readiness of the major systems suppliers.
5. NHS Digital should communicate future plans for the development of standards and requirements for compliance as part of their vendor engagement strategy and facilitate collaborative development to minimise cost for individual organisations.

**Better records  
for better care**