

A faint, stylized graphic of a human spine, rendered in a light blue and purple color palette, serving as a background for the text.

# PDS - Rotherham's Backbone

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# Overview

- What is PDS
- Why do we need it
- What will you see
- Getting the message across
- The Worklist
- Our Journey
- What have we gained
- Interoperability
- Questions

# What is PDS

- PDS (patient demographic service) is the national electronic database of NHS patient demographic details
- Records are created by GP Practices or for newborn babies when notification of birth is received
- Or to me and you “The Spine”



# Why do we need it

- There's a requirement for all patients records to have a NHS number
- Supports a patient being accurately identified
- Helps reduce the number of duplicate records
- Ensure correct details for correspondence to patients and GP's
- Promotes good data quality
- Reduces the number of challenges by CCG's, thus reducing any financial penalties

# What will you see

- A variety of different screens
- MPI Worklists & reports

# Matched New Patient

## NHS Personal Demographic Service

| Search Criteria |            |
|-----------------|------------|
| Last Name       | DUNN       |
| First Name      | JOSEPH     |
| Sex             | M          |
| Birthdate       | 23/11/1978 |

| Key Identifiers | PDS EMPI     |
|-----------------|--------------|
| NHS Number      | 965 785 1009 |
| Last Name       | DUNN         |
| First Name      | JOSEPH       |
| Middle          |              |
| Suffix          |              |
| Title           | MR           |
| Birthdate       | 23/11/1978   |
| Age             | 40           |
| Sex             | M            |
| Date of Death   |              |

| Demographics        |                        |
|---------------------|------------------------|
| Address             | 1 PRESTON DRIVE        |
| Locality            |                        |
| Town                | BRIGG                  |
| County              |                        |
| Postal              | DN20 8PE               |
| Home Phone          |                        |
| Other Phone         |                        |
| Email               |                        |
| Registered Practice | LEEDS TEST GP PRACTICE |

New Local Patient

New Patient from PDS

Search Again

# No Match

## NHS Personal Demographic Service

| Search Criteria |            |
|-----------------|------------|
| Last Name       | RAMSDEN    |
| First Name      | JEMIMA     |
| Sex             | F          |
| Birthdate       | 01/01/1995 |

**No match to a Service User record**

**You may continue with New Local Patient and the record will be flagged for further review.**

**Otherwise select Search Again and refine search.**

New Local Patient

Search Again

# Matched Existing Patient

Searching NHS Personal Demographic Service...

|   |                      |                        |            |
|---|----------------------|------------------------|------------|
| <b>Hooley, Louie Robert</b>   |                      | New Account            | RU00000223 |
| <i>i</i> 100 M 17/03/1919<br>REG REF  |                      | 965 785 0460           |            |
| <span>Patient</span> <span>Work/School</span> <span>Contact</span> <span>Clinician</span> <span>Visit</span> <span>Allergies</span> |                      |                        |            |
| *Name   | HOOLEY, LOUIE ROBERT |                        |            |
| Title   | Mr                   |                        |            |
| *Birthdate   *Age   | 17/03/1919           | 100                    |            |
| *Sex  | M                    |                        |            |
| Other Name  |                      |                        |            |
| Mother's Name   |                      |                        |            |
| NHS Num   | 965 785 0460         |                        |            |
| Trace Status  | 01                   |                        |            |
| *Patient Category   |                      |                        |            |
| Overseas Visitor  |                      |                        |            |
| Language  |                      |                        |            |
| *Ethnicity  |                      |                        |            |
| *Alt Address  |                      |                        |            |
| *Address  | 10 QUEEN STREET      |                        |            |
| Locality  | KIRTON LINDSEY       |                        |            |
| *Town   | GAINSBOROUGH         |                        |            |
| County  | LINCS                |                        |            |
| *Post Code  | DN21 4NX             |                        |            |
| *Home Phone   |                      |                        |            |
| *Mobile Phone   |                      |                        |            |
| Email   Use   |                      |                        |            |
| *Marital Status   | N                    |                        |            |
| *Religion   |                      |                        |            |
| Affiliation   |                      |                        |            |
| Specified GP  | G9606508             | ADAMS LM               |            |
| *Registered Practice  | A20047               | LEEDS TEST GP PRACTICE |            |
| PCT   Phone   | 01234-56789          |                        |            |



# The Differences Screen

**NHS Personal Demographic Service**

| Local Record Identifiers |            |
|--------------------------|------------|
| Med Rec Number           | RU00000043 |
| EMR Number               | E00000045  |

| Search Criteria |              |
|-----------------|--------------|
| NHS Number      | 965 154 4651 |

| Key Identifiers     | Local MPI                 | PDS EMPI               | Final                  |
|---------------------|---------------------------|------------------------|------------------------|
| NHS Number          | 965 154 4651              | 965 154 4651           | 965 154 4651           |
| Last Name           | COPE                      | COPE                   | COPE                   |
| First Name          | JEMIMA                    | JEMIMA                 | JEMIMA                 |
| Middle              | DORIS                     | DORIS                  | DORIS                  |
| Suffix              |                           |                        |                        |
| Title               | MISS                      | MISS                   | MISS                   |
| Birthdate           | 24/04/1936                | 24/04/1936             | 24/04/1936             |
| Age                 | 83                        | 83                     | 83                     |
| Sex                 | F                         | F                      | F                      |
| Date of Death       |                           |                        |                        |
| Demographics        |                           |                        |                        |
| Address             | 1 Croft Lane              | 1 CROFT LANE           | 1 Croft Lane           |
| Locality            |                           |                        |                        |
| Town                | Scunthorpe                | SCUNTHORPE             | Scunthorpe             |
| County              | S Humberside              | S HUMBERSIDE           | S Humberside           |
| Postal              | DN17 2SU                  | DN17 2SU               | DN17 2SU               |
| Home Phone          |                           |                        |                        |
| Other Phone         | 4568741128                |                        | 4568741128             |
| Email               |                           |                        |                        |
| Registered Practice | SWALLOWNEST HEALTH CENTRE | LEEDS TEST GP PRACTICE | LEEDS TEST GP PRACTICE |

Continue Without Updating

Confirm and Update with Final

Search Again

# Continue without Updating

Continue with Patient from Local MPI

**Continuing will not update the local record.  
Please provide additional information.**

The PDS record is not the correct record for this patient.\*

The PDS record is the correct record, but has information that does not belong to this patient.\*

Defer and review discrepancies next time the patient is identified.

\*The record will be forwarded to the Local Back Office for further review.

Continue with Local Record

Back

# Multiple Matches

**NHS Personal Demographic Svc**

| Search Criteria |            |
|-----------------|------------|
| Last Name       | WRENCH     |
| First Name      | EMMA       |
| Sex             | F          |
| Birthdate       | 31/07/1921 |

**Multiple match - number of entries exceed current operational limit for number of matches returned**

**You may continue with New Local Patient and the record will be flagged for further review.**

**Otherwise select Search Again and refine search.**

|              |
|--------------|
| Name         |
| Partial Name |
| Med Rec Num  |
| EMR Num      |
| OV ID Num    |
| NHS Num      |
| Account Num  |
| Phone Num    |
| Birthdate    |
| Email        |
| Accessed     |
| Patient Name |
| Other Name   |

New Local Patient

Search Again

?
📄

# NHS Number in Use

Patient Lookup

**NHS Personal Demographic Svc**

| Search Criteria |            |
|-----------------|------------|
| Last Name       | KING       |
| First Name      | ARTHUR     |
| Sex             | M          |
| Birthdate       | 02/12/1968 |
| Postal          | DN20 0BX   |

**NHS Number already assigned to MOON,ARTHUR in local MPI.**

| Key Identifiers | PDS EMPI     |
|-----------------|--------------|
| NHS Number      | 965 153 9887 |
| Last Name       | KING         |
| First Name      | ARTHUR       |
| Middle          | KEITH        |
| Suffix          |              |
| Title           | MR           |
| Birthdate       | 02/12/1968   |
| Age             | 48           |
| Sex             | M            |
| Date of Death   |              |

| Demographics        |                        |
|---------------------|------------------------|
| Address             | PONDEROSA, GREEN LANE  |
| Locality            | WRESSLE                |
| Town                | BRIGG                  |
| County              | S HUMBERSIDE           |
| Postal              | DN20 0BX               |
| Home Phone          |                        |
| Other Phone         |                        |
| Email               |                        |
| Registered Practice | LEEDS TEST GP PRACTICE |

# Deceased Patient

## NHS Personal Demographic Service

| Local Record Identifiers |            |
|--------------------------|------------|
| Med Rec Number           | RU09000299 |
| EMR Number               | E00000540  |

| Search Criteria |              |
|-----------------|--------------|
| NHS Number      | 965 785 1866 |

| Key Identifiers     | Local MPI              | PDS EMPI               | Final                  |
|---------------------|------------------------|------------------------|------------------------|
| NHS Number          | 965 785 1866           | 965 785 1866           | 965 785 1866           |
| Last Name           | HEWETT                 | HEWETT                 | HEWETT                 |
| First Name          | HORTON                 | HORTON                 | HORTON                 |
| Middle              |                        |                        |                        |
| Suffix              |                        |                        |                        |
| Title               |                        | MR                     | MR                     |
| Birthdate           | 02/01/1947             | 02/01/1947             | 02/01/1947             |
| Age                 | 72                     | 72                     | 72                     |
| Sex                 |                        | M                      | M                      |
| Date of Death       |                        | 14/08/94 (Informal)    | 14/08/94               |
| Demographics        |                        |                        |                        |
| Address             | 11 BECK LANE           | 11 BECK LANE           | 11 BECK LANE           |
| Locality            | BROUGHTON              | BROUGHTON              | BROUGHTON              |
| Town                | BRIGG                  | BRIGG                  | BRIGG                  |
| County              | HUMBERSIDE             | S HUMBERSIDE           | HUMBERSIDE             |
| Postal              | DN20 0HR               | DN20 0HR               | DN20 0HR               |
| Home Phone          |                        |                        |                        |
| Other Phone         |                        |                        |                        |
| Email               |                        |                        |                        |
| Registered Practice | LEEDS TEST GP PRACTICE | LEEDS TEST GP PRACTICE | LEEDS TEST GP PRACTICE |

Continue Without Updating

Confirm and Update with Final

Search Again

# PDS Worklist

PDS Flagged Records

0 of 156 Selected

| <input checked="" type="checkbox"/> | Med Rec Num | NHS Number   | Name                | Birthdate  | Sex | Decoupled |
|-------------------------------------|-------------|--------------|---------------------|------------|-----|-----------|
| <input type="checkbox"/>            | RU09000294  |              | ADAMS, JACOB        | 01/01/2005 | M   |           |
| <input type="checkbox"/>            | RU09000071  | 261 336 2847 | AGFA, OUTPATIENT    | 22/04/1979 | M   |           |
| <input type="checkbox"/>            | RU09000119  |              | ALLBROOK, TAMMY     | 03/12/1978 | F   | Yes       |
| <input type="checkbox"/>            | RU09000027  | 757 686 2424 | ALLEN, BARRIE FLASH | 21/04/1979 | M   | Yes       |
| <input type="checkbox"/>            | RU09000035  | 168 432 1565 | ALLEN, BARRY FLASH  | 21/04/1959 | M   | Yes       |
| <input type="checkbox"/>            | RU00000219  |              | ALLEN, NICOLA       | 01/06/1921 | F   | Yes       |
| <input type="checkbox"/>            | RU00000220  |              | ALLEN, NICOLA       | 01/06/1921 | F   |           |
| <input type="checkbox"/>            | RU09000125  | 998 777 8844 | BARLEY, REGINA      | 07/06/1942 | F   |           |
| <input type="checkbox"/>            | RU09000011  |              | BELMONT, SIMON      | 01/02/1980 | M   | Yes       |
| <input type="checkbox"/>            | RU09000065  |              | BRIAN, BOB          | 05/03/1980 | M   |           |
| <input type="checkbox"/>            | RU09000019  |              | CARLSSON, MAGNUS    | 01/05/1987 | M   | Yes       |
| <input type="checkbox"/>            | RU00000187  | 681 307 9964 | CAUDWELL, ANNIE     | 07/01/1972 | F   | Yes       |
| <input type="checkbox"/>            | RU00000009  |              | CAUDWELL, BILLY     | 07/01/1972 | M   | Yes       |
| <input type="checkbox"/>            | RU09000142  | 393 440 3913 | CAUDWELL, JIMMY     | 07/01/2010 | M   | Yes       |
| <input type="checkbox"/>            | RU00000237  | 596 234 3743 | CAUDWELL, JULIE     | 07/01/1972 | F   | Yes       |
| <input type="checkbox"/>            | RU09000051  | 386 173 1606 | CAUDWELL, LIAM      | 07/01/1972 | M   | Yes       |
| <input type="checkbox"/>            | RU09000044  | 345 580 1870 | CAUDWELL, LIZZIE    | 07/01/1972 | F   | Yes       |
| <input type="checkbox"/>            | RU09000050  |              | CAUDWELL, MARC      | 07/01/1972 | M   |           |

**PDS Integrity Issue(s)**

User elected to create a New Local Patient.

|                           |                          |
|---------------------------|--------------------------|
| Emr Number                | E00000535                |
| Address                   | 4 Merlin Ward            |
| Town, County Postal       | Thorpe Hesley, S61 2TX   |
| Specified GP              |                          |
| Registered Practice       | PAGE HALL MEDICAL CENTRE |
| Registered Practice Phone | 0114 2617245             |

List Criteria Print List Compile

- Single
- Worklist
- Edit
- Seal
- Delete
- Restore
- Portal Edits
- PDS Trace
- Verify
- Merge
- Unmerge
- Move Acct
- View
- Print
- History
- Rec Inquiry
- EMR
- Reports
- Chart

# Getting the Message Across

- Posters for patients in main outpatient areas
- Reminder forms for patients to update details with GP
- Awareness sessions
- eLearning package with assessment for users

# e-Learning

MEDITECH PDS: Main Menu
1 / 1

The Rotherham NHS Foundation Trust

## PDS (Personal Demographic Service)

Please work through each of the sections in order. Complete ALL Modules in each sections before moving on to the next.

SECTION 1

Run the PDS Introduction first

▶
PDS Introduction
●

Run the Trust SOP second. The SOP must be adhered to.

▶
Trust SOP
●

▶
Trust SOP
●

SECTION 2

▶
Patient Found on Local MPI
●

▶
Patient Not Found on Local MPI
●

▶
ED Reception Staff Only
●

SECTION 3

▶
Match
●

▶
No Match
●

▶
Multiple Matches
●

▶
NHS Number In Use
●

▶
Deceased Patients
●

▶
Sensitive Patients
●

Now you have completed all the modules please complete the Assessment and provide us with feedback.

▶

» Assessment

» Feedback



# Our Journey

- First MEDITECH site to take PDS
- Initial go live August 2017 – stopped after 2 hours
  - Slowness of messaging
  - Edit Effective date adding too many patients to worklist
  - Pharmacy details appearing in Registered Practice
  - Missed some areas for training
- MEDITECH made developments to issues
- Phased go live January 2018
  - CWS
  - EDM/ADM/HIM

# What have we gained

- Improvements in the number of records with NHS numbers, GP Practices and Postcodes
- Reduction in the number of duplicate records
- Reduction in time taken for user to enter patients details
- Reduction in financial penalties for missing NHS numbers
- Reduction in number of challenges from CCG

# Interoperability

- Opened up intraoperability road map for Trust
- MIG
- ADW
- CP-IS
- YHCR



Questions?