

# Getting Started with JUYI

## Gloucestershire's Shared Care Record



### Introduction to the JUYI Portal

JUYI is the online system giving health and care professionals across Gloucestershire secure and immediate access to key parts of patients' health and social care information for the purposes of direct care.

Information from GPs, hospitals, community, mental health and social care is brought together via a portal accessible from within your clinical system.

### Understanding JUYI Content

JUYI selects and blends information from multiple care providers.

When viewing JUYI, your clinical judgement remains paramount, there will be instances where information may be:

- incomplete,
- out of date,
- incorrect or
- absent

due to :

- \* JUYI records are only available for individuals registered with a Gloucestershire GP.
- \* Individuals may have opted out of sharing their record or parts of it.
- \* Not all clinical systems can share all their information at present.
- \* A clinical system may be off-line or otherwise unavailable.
- \* Historic information depends on how long electronic records have been in place.
- \* JUYI will display information as it was entered. If it was entered incorrectly, it will be displayed incorrectly.

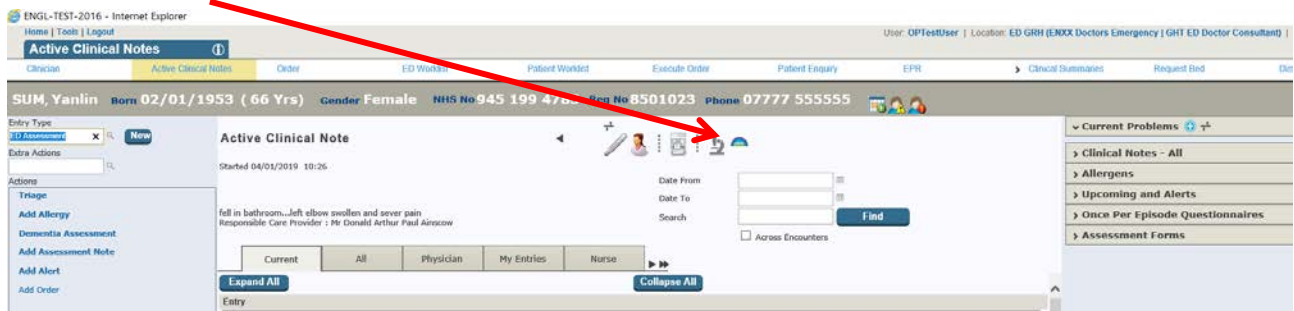
**Remember** - JUYI is an aid to clinical assessment and does not replace your usual history taking.

### Accessing JUYI

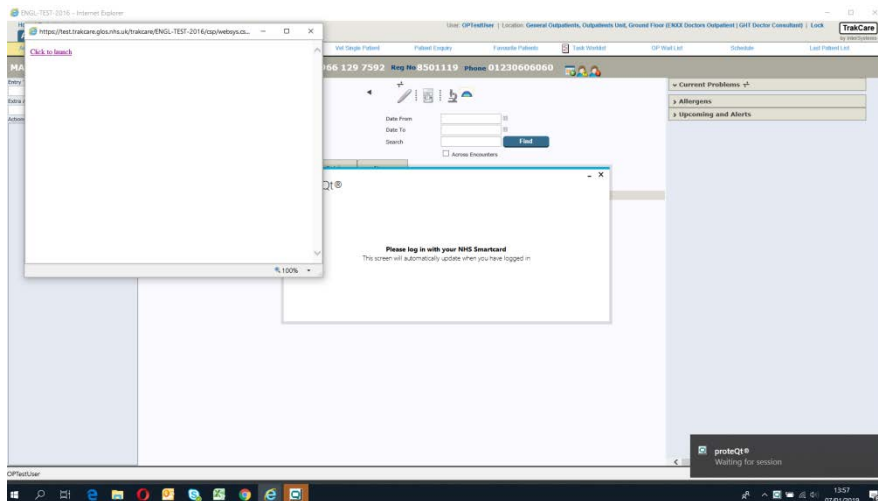
- JUYI is for direct patient care only. All access is monitored and audited.
- JUYI can **only** be accessed by using your **NHS Smartcard**.
- Access is restricted to clinical and social care professional roles at present.



Clicking the JUYI button within the **Active Clinical Notes** section of **Trak** will launch **JUYI**.



If you click on the JUYI button without using your NHS Smartcard, you will see the following screen:

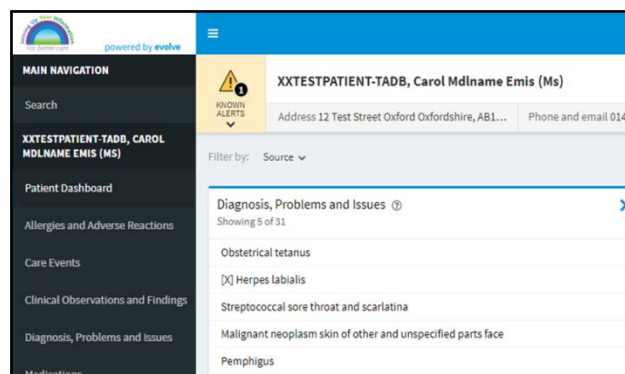


The first screen is **Access to JUYI**, where you need to select the appropriate option for accessing the patient record.



The patient record will open if the NHS number and DOB are matched with the central NHS Spine.

Check you are viewing the correct patient.



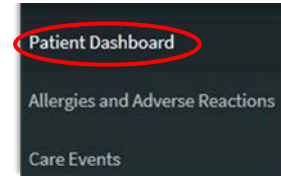
JUYI opens at the **Patient Dashboard**, where information is grouped under headings.

## How to Find Information

The **Patient Dashboard** is the default view on opening a JUYI record.

A summary screen displays all the information available, grouped into the categories listed on the left hand side.

Each section will show the latest 5 items.

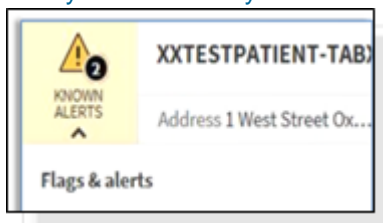


To view ALL items, click the blue chevron or select the category in the left hand column.



## Alerts & Allergies

**Alerts** are indicated on the patient Banner to the left of the patient name. Clicking the hyperlink will take you immediately to the information.



**Allergies** are displayed on the right side of the Patient Banner.



If you navigate away from the JUYI screen and return, double check you are viewing the correct patient.

To close the JUYI record, click the Close Button in the top right hand corner and close the tab to return to Trak.

## Categories of Information

Information is grouped as follows:

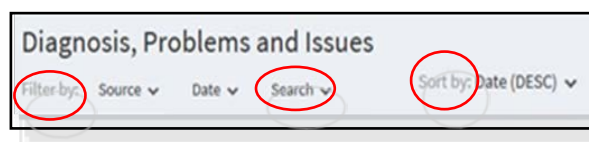
- Allergies and Adverse Reactions
- Care Events
- Clinical Observations & Findings
- Diagnosis, Problems & Issues
- Medications
- Next of Kin
- Personal Preferences / Advance Care Decisions
- Services, Care Professionals and Carers
- Social and Personal Circumstances
- Treatments

## Sorting, Filtering and searching

To help manage information in dashboard view.

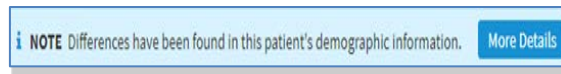


To help manage information in detailed view



## System Notifications

A pale blue banner will show any minor demographic differences e.g. address.

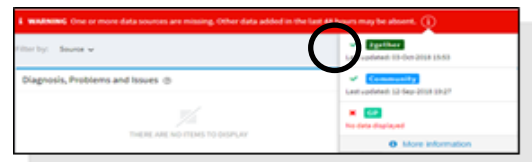


A green banner shows that all data is available.



A red banner will appear when some/all data is unavailable.

Clicking the  button will show when data was last refreshed.



**Not all data is live.**

## Support

For technical support or to raise an issue about information within JUYI, contact your **local clinical system Helpdesk**.

### GHFT Helpdesk:

Tel: 0300 422 2808

Email: [gln-tr.ITServiceDesk@nhs.net](mailto:gln-tr.ITServiceDesk@nhs.net)

### For issues relating to TrakCare call:

Tel: 0300 422 3543

Email: [gln-tr.trak.support@nhs.net](mailto:gln-tr.trak.support@nhs.net)

## Further Information

More information and Frequently Asked Questions can be found on the JUYI Website:

[www.juyigloucestershire.org/clinician](http://www.juyigloucestershire.org/clinician)

## Feedback

To help improve JUYI, we would value your feedback as to how it has been beneficial in your clinical work, how it might be improved, usefulness of the presented information or any other comment you would like to share.

Feedback can be sent by e-mail.

- [juyi.gloucestershire@nhs.net](mailto:juyi.gloucestershire@nhs.net)

and via the JUYI website

- [www.juyigloucestershire.org/clinician](http://www.juyigloucestershire.org/clinician)