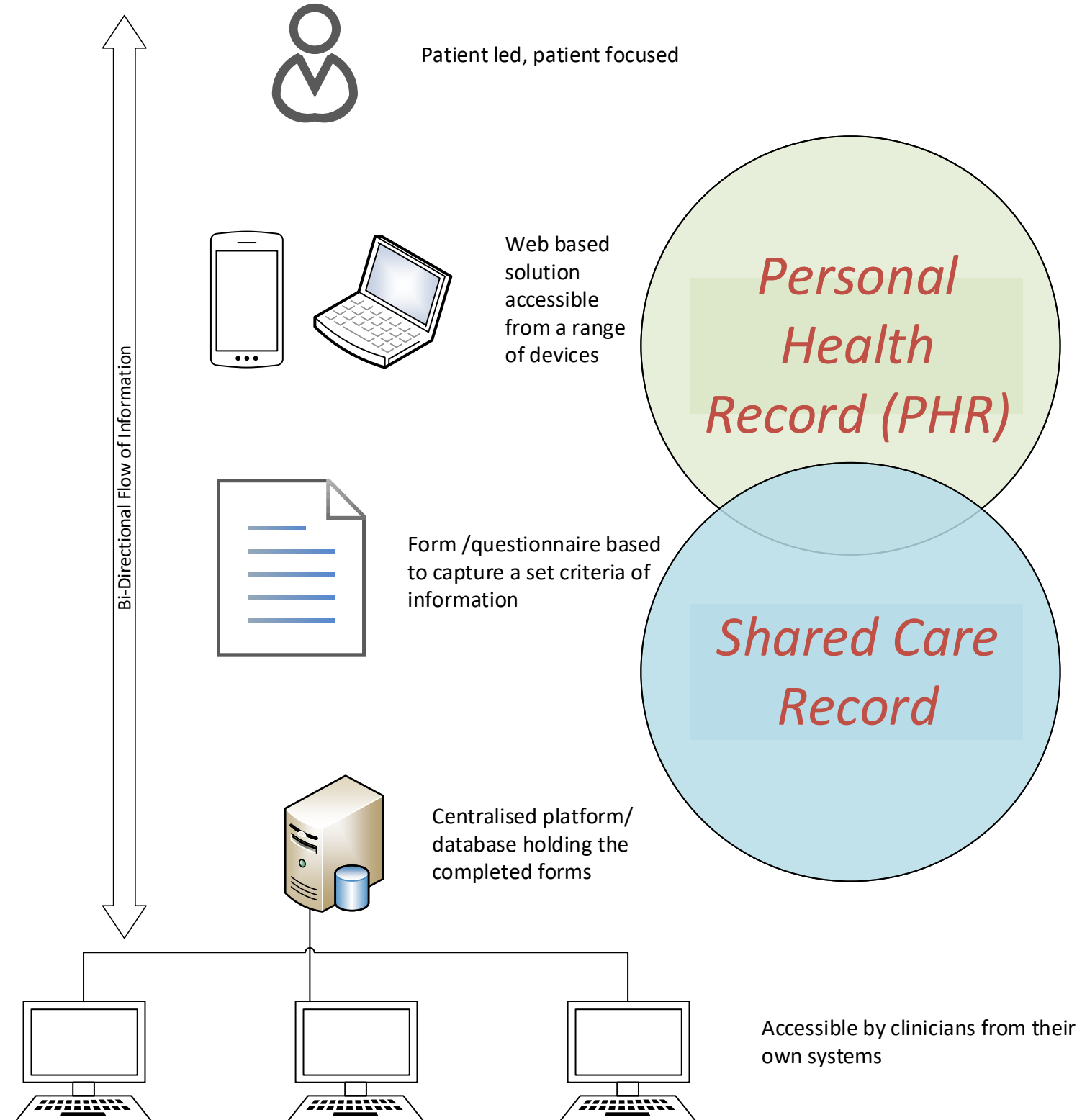


High Level Requirements

- We want a solution that enables citizens to instigate a conversation about themselves, their wishes, and their future care needs.
- The solution should enable citizens to be able to start this conversation on their own, with family, or supported by any clinician who supports their care.
- The solution should enable person centred conversations to be captured, with questions based around the things that are important to the citizen whilst also addressing things clinicians would need to know at the appropriate time.
- Conversations are both clinically and socially focused, addressing the full breadth of the individuals current and future care and support needs and wishes.
- Conversations might develop or change overtime, and the solution should be capable of capturing those changing wishes or views.
- The captured conversations should then be accessible to any clinician that becomes involved with the person, reducing/removing the expectation upon patients to provide their story more than once.
- The conversations will form the basis of a shared personalised care plan (PCP).
- It is recognised that clinicians will still be required to develop their own local plans for the management of care needs based on their specific field or context, but these should be fed and feed into the overarching PCP. Local plans may be necessary for statutory or local requirements.
- As conversations emerge and details change, all parties, including the patient, should have sight of the latest recorded information.

Perceived Solution



Citizen Aspirations

- It must be accessible
- I want to tell my story once
- I want to be able to save and come back to it
- I want to be able to change my mind periodically
- I want to know if a clinician supporting my care adds or changes information

Clinical Aspirations

- It must be accessible from my clinical system
- There should be no barriers to access, I should be able to directly go into the solution without additional logins
- I don't want to retype information that I already hold in my clinical system
- I want to be alerted when something is created or changed for a patient in my care.
- I want to see a history/audit of changes