FLS-DB Patient Audit

Web Tool User Guide v1.3

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Introduction

The Fracture Liaison Service Database (FLS-DB) is a national audit commissioned by the Healthcare Quality Improvement Partnership (HQIP) and managed by the Royal College of Physicians, London (RCP) as part of the Falls and Fragility Fracture Audit Programme (FFFAP).

FFFAP is a national clinical audit programme designed to audit the care received by patients who suffer fragility fractures and those at risk of falling in hospital. FFFAP also facilitates quality improvement initiatives to help improve clinical practice.

The FLS-DB data has been collected since 2016 with over 400,000 patient records entered to date.

This document has been produced by Crown Informatics and the FLS-DB team to assist users of the FFFAP FLS-DB website.

Crown Informatics audit team is commissioned by the RCP to operate the data collection and reporting service as part of the audit project.

For further information regarding the Falls and Fragility Fracture Audit Programme please visit our website:
https://www.rcplondon.ac.uk/projects/falls-and-fragility-fracture-audit-programme-fffap

You can contact the FFFAP team via email: fffap@rcp.ac.uk or call: +44 (0)20 3075 1738

You can contact the FLSDB team via email: flsdb@rcp.ac.uk or call: +44 (0)20 3075 1511/1372

Setting up your FLS on the audit webtool

If you are a new FLS or have not yet registered on the FLS-DB, please visit the 'Participating in the FLS-DB' webpage to find the registration and support documentation.

Logging into the database

To log into the FLS-DB audit webtool please visit www.fffap.org.uk and click the **Sign in** button.

You will be asked to Login. Enter your username and password and click **Sign In**

This will log you into the FLS-DB application:

N.B. Always log out of the database by clicking on the **Logout** link at the end of the session (top right corner of webpage) to ensure patient confidentiality.

Forgotten Username

A username for this system follows a set format with 3 components: 'John Smith/ORG/NCASP'

1. Name: First and last name with a space between
2. ORG code: the organisation code which is specific to your hospital or unit.
3. Audit code: NCASP for FFFAP audits

Forgotten usernames can be resent to the user. Click on the **Username reminder?** and complete the details below. An email reminder will be sent to you.

Forgotten password

Forgotten passwords can be reset automatically by clicking on **Reset password?**

You will be asked to confirm your system username that you were given when first registering for the system. It will be in the format: John Smith/ORG/NCASP, with your registered email address.

Your password must have at least 8 characters, letters, capital letters, anumber, and a special 'punctuation' type character.

You will receive an email (which may take a few minutes to arrive) to your registered email address *if* the username and email address you entered in the reset stage matches your record on file. The email will contain a link to click, which will then activate your new password.

If you have any issues, please contact Crown Audit support Helpdesk@CrownAudit.org

Patient audit data entry

To access the Patient data collection component of the audit: select **Patients View** on the top of the menu where you can view existing patients entered for your organisation.

To create a new Patient record, click **New Patient Record.** Please note that there is a different version of patient record dependent on the year the patient was diagnosed. You will find the options on the left of the 'patient views' page (as shown below):

Important points to remember when entering data:
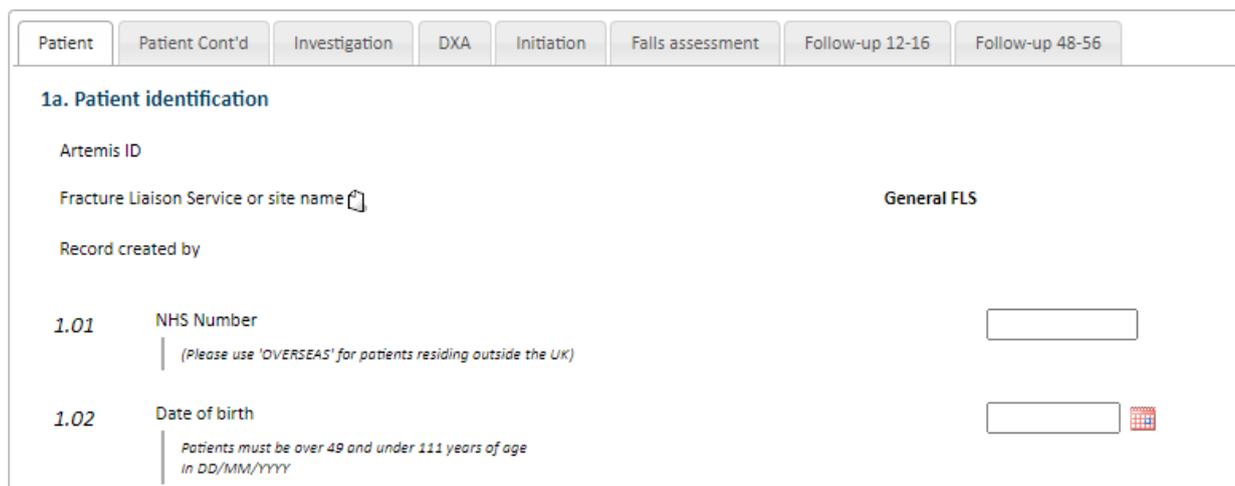
- **Complete the form by working through the tabs along the top from left to right**
- Use the help buttons (🗐) to view the help notes for each question.
- Pop-up boxes may appear if invalid data is entered once the record is saved
- The Artemis ID is created when the record is created
- There are some mandatory fields that must be entered to allow a record to be created

Always save the information entered before closing the page. To do this click **Save**, then **Close**.

If you need to edit the data after you have entered it, you can open the patient record from the **Patient view** and click **Edit**. When you have finished click **Save**, then **Close**.

Registering new colleagues

Any registered user for an organisation can request a login for their colleagues *(subject to approval from the lead clinician)*

- To access the user registration area, go to **Account Manager**:
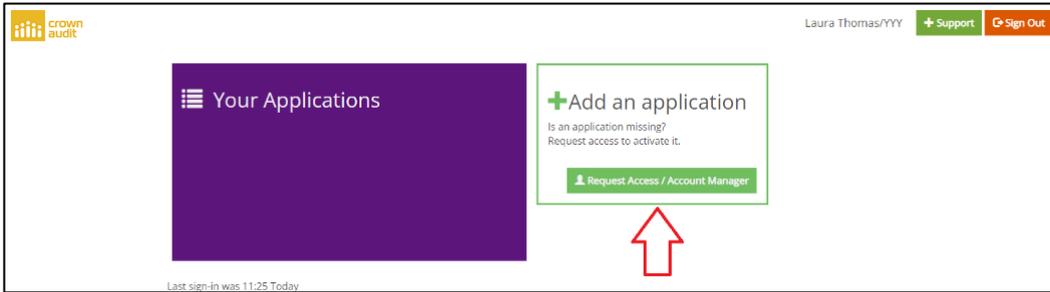
- You will be presented with a list of active users for your organisation, click **Register a user**:
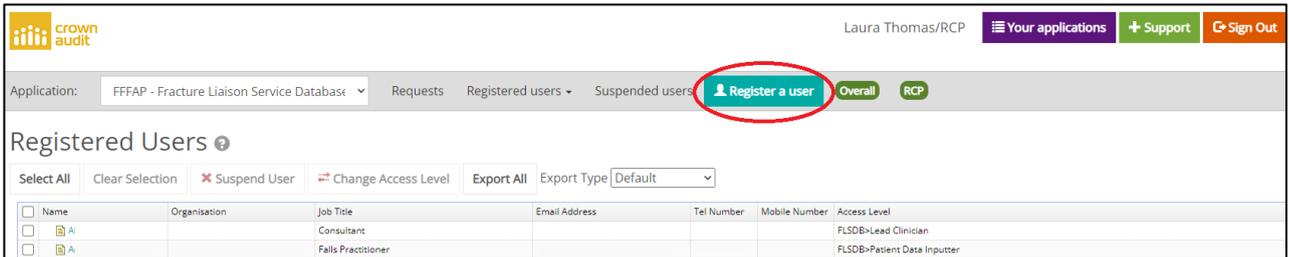
- Complete all fields of the form following the guidance:

The lead clinician for the service needs to then approve the registration:
Click on **Requests**, then select the user you wish to approve and select **Approve registration**:
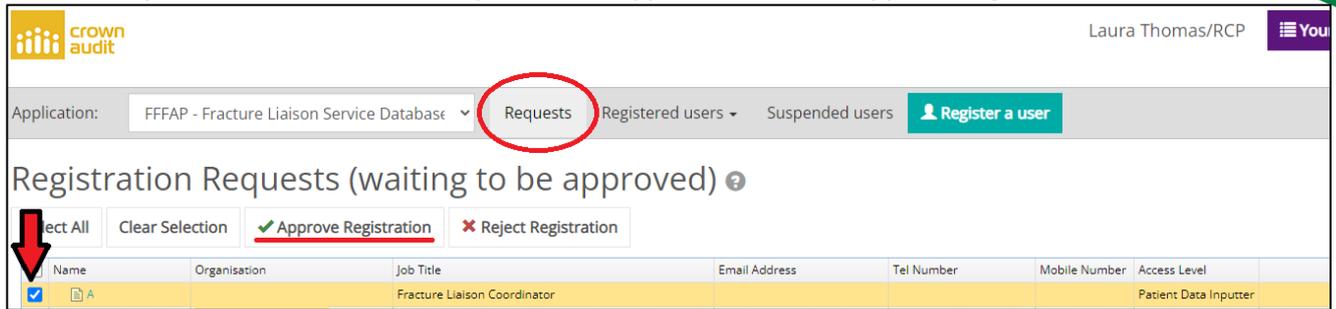
- The newly registered user will be sent a link to activate their account and once activated, they will be able to login from www.fffap.org.uk
- A username consists of the person's registered name, a hospital/service code and a programme name. For example: John Smith/ORG/NCASP
- Please note, the email address must be linked to the person who uses the account, it cannot be a generic email address. For example, audit@hospital.nhs.net is not sufficient.

Changing the access level of a user

As noted in the 'registering colleagues' section above, there are three levels of access to the FLS –DB:

Facilities audit access	Patient level access	Lead clinician
View and update facilities audit	View and update facilities audit Create/read/edit patient records Export own hospital data	View and update facilities audit Create/read/edit patient records Export own hospital data Add/remove users

Lead clinicians are the only users who are permitted to change the access level for colleagues.

To change the access level to FLS-DB for a colleague at your site follow the below steps:
- Sign in at www.fffap.org.uk and then select the **Request Access / Account Manager** greenlink.
- The Account Manager will load and display the list of users at your site, for example:
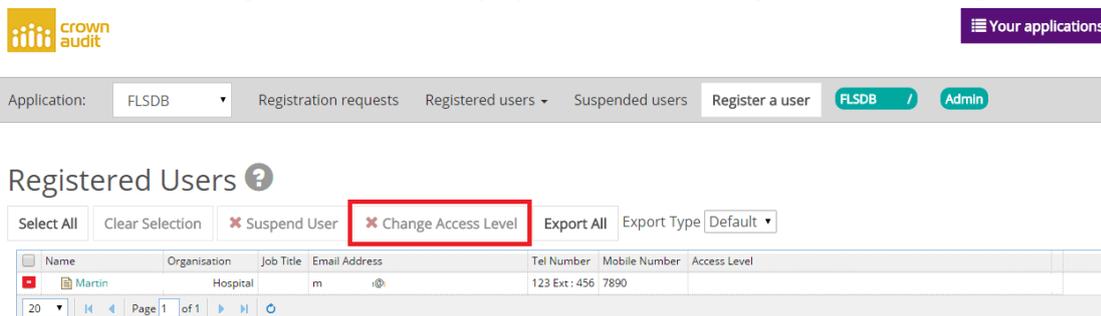
- Select the user(s) from the list
- Click the **Change Access Level** button

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- You will be prompted to select an access level:

Change User Access Level　　　　　　　　　　×

Please Select the New Access Level:
◉ Facilites Audit Only　　○ Patient Data Inputter

Please confirm that you wish to change access level for Martin 's account

Cancel　　**Change User Access Level**

- Select the appropriate access level (either **Facilities Audit Only** or **Patient Data Inputter**)
- Click **Change User Access Level** to confirm the access level change (or **Cancel** to cancel the change)
- If you confirm the change then the user(s) access level will be changed, and the user will be emailed with confirmation of their new level of access. Confirmation emails will also be sent to the lead clinician.
- The change will take effect the next time the user logs into the system.

NB.

1. The change access level function is only available to lead clinicians.
2. The change access level function cannot be used to change the access level of the lead clinician using the function, i.e. a lead clinician cannot use the function to change their own access level. Please contact IT support in this situation (helpdesk@CrownAudit.org).

Support

Here you can find details of how to get in touch for support – if you are unsure who is best to contact to answer your query, please email flsdb@rcp.ac.uk and you will be put in touch with the correct person.

Please do not send patient identifiable information to the FFFAP/FLS-DB team.

FFFAP - Fracture Liaison Service Database - Support and Advice Help Desk

If you need help using the audit system or wish to discuss any aspect of its operation, please contact either:

Royal College of Physicians

Clinical Support Help Desk
For audit related queries contact the FFFAP team:
Email: FLSDB@rcp.ac.uk
Phone: 020 3075 1511 /1266 - *9am-5pm, Monday to Friday*

PLEASE DO NOT SEND THE FFFAP TEAM PATIENT IDENTIFIABLE INFORMATION

crown audit

Technical Support Help Desk
For technical related queries:
Crown Audit Help Desk
Email: Helpdesk@crownaudit.org

You can reset your password online at:
www.crownaudit.org

Project information & Information Governance

This user guide was prepared by the members of the FLS-DB workstream delivery team and Crown Informatics Limited.

Falls and Fragility Fracture Audit Programme (FFFAP)

The Fracture Liaison Service Database (FLS-DB) is commissioned by the Healthcare Quality improvement Partnership (HQIP) and managed by the Royal College of Physicians (RCP) as part of the FLS-DB Workstream of the Falls and Fragility Programme (FFFAP) alongside the National Hip Fracture Database (NHFD) and National Audit of Inpatient Falls (NAIF). FFFAP audits the care that patients with fragility fractures and inpatient falls receive in hospital and to facilitate quality improvement initiatives.

Healthcare Quality improvement Partnership (HQIP)

HQIP is an independent organisation, which works in partnership with patients and healthcare professionals to influence and improve healthcare practice at all levels. We are committed to being open and accountable, and to listen, learn and respond swiftly and appropriately as part of our ongoing cycle of improvement.

HQIP commissions, manages, supports and promotes national and local programmes of quality improvement. This includes the National clinical audit programmes, local audit support resources and the National Joint Registry on behalf of NHS England and other healthcare departments and organisations. HQIP uses best management and procurement practice to ensure robust results and actionable recommendations

The Royal College of Physicians (RCP)

The Royal College of Physicians is a registered charity that aims to ensure high quality care for patients by promoting the highest standards of medical practice. It provides and sets standards in clinical practice and education and training, conducts assessments and examinations, quality assures external audit programmes, supports doctors in their practice of medicine, and advises the government, public and the profession on healthcare issues.

Crown Informatics Limited

Crown Informatics is commissioned by the RCP Falls & Fragility Fracture Audit Programme (FFFAP) to deliver the collection of the audit data.

The data controllers of the audit data are the audit programme commissioners, the Healthcare Quality Improvement Partnership (HQIP), and Crown Informatics are an appointed data processor.

The RCP audit programme team, HQIP and Crown Informatics have worked hard to ensure that all appropriate national and NHS information governance approvals are in place.

All users can be assured that audit data will be managed securely and in accordance with all legal regulations, NHS guidelines and protocols.

Specifically, both RCP & Crown Informatics are duly authorised and contractually bound to uphold strict IG governance in respect of:
• Data Protection Act 2018 (RCP Registration: Z7085833, Crown Informatics Registration: Z3566445)
• EU General Data Protection Regulation (EU) 2016/679 (GDPR)
• Section 251 of the NHS Act 2006 (CAG reference: CAG 8-03(PR11)/2013)
• NHS IG-Toolkit Statements of Compliance (RCP/8J008, Crown Informatics/8J157)
• Data Sharing and Transfer Agreements duly authorised by the audit commissioners Healthcare Quality Improvement Partnership

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