



DrDoctor's Care Hub Solution

What's Included

With Care Hub, patients and service users can actively engage in their care journey, improving self-management and access to vital health information that provides the support needed to help people stay healthier for longer.

Self-Management Tools

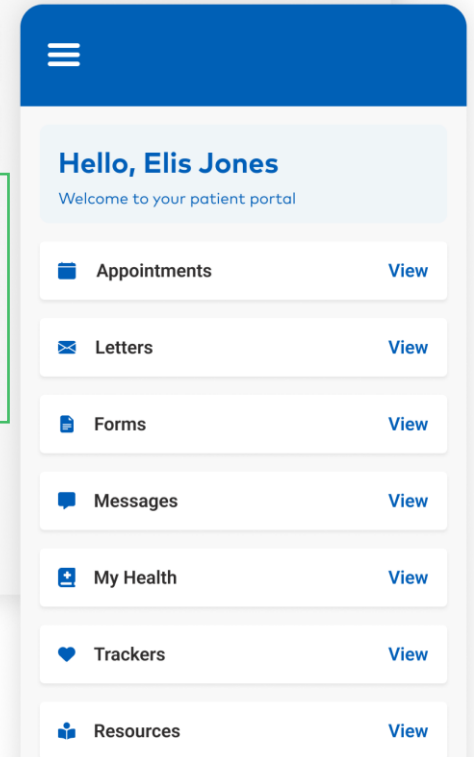
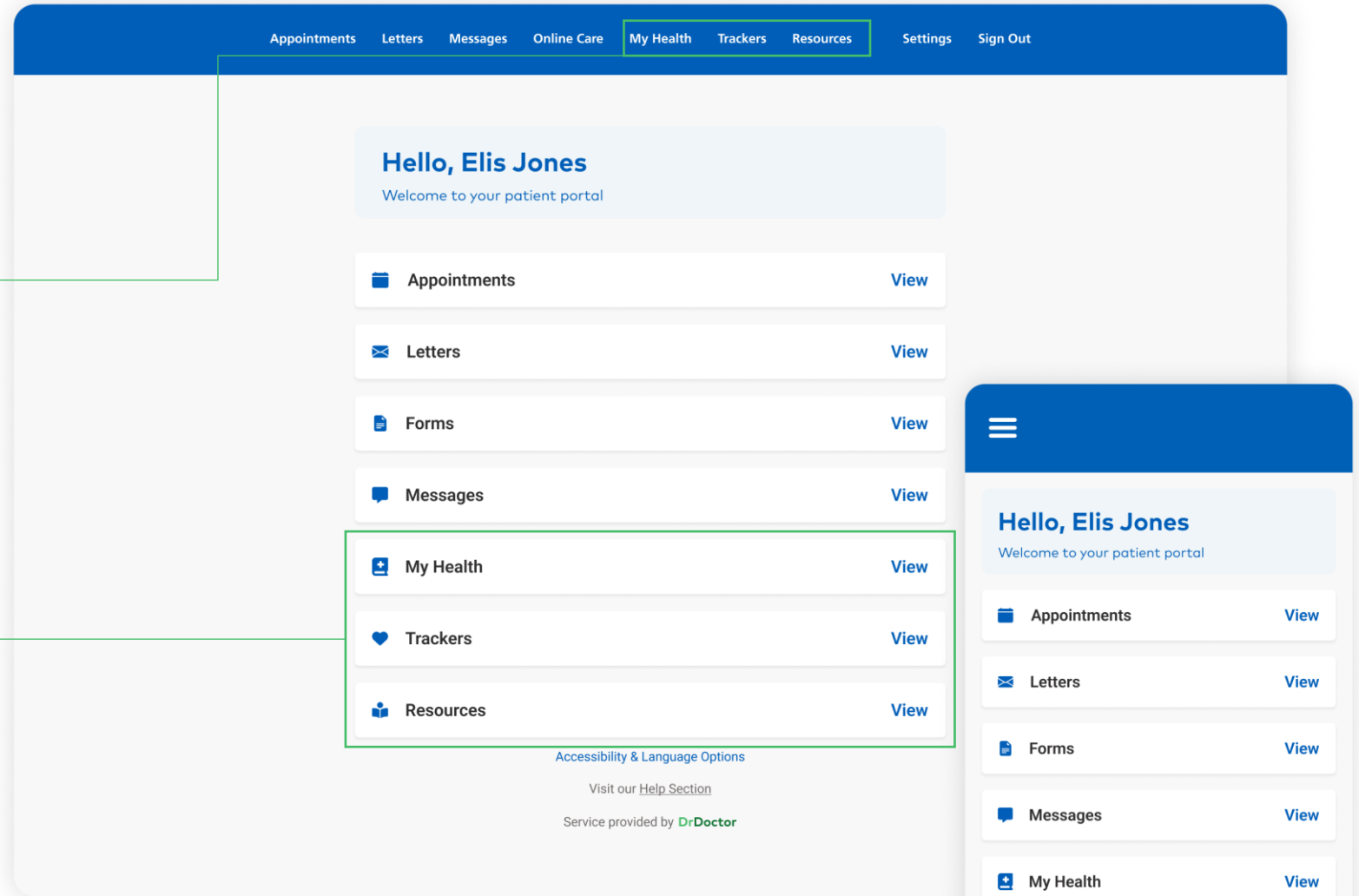
Providing holistic support to patients through tools like health records, diaries, symptom tracking, and educational resources, empowering them to take an active role in their own health management.

Care Plans & Docs

Easy and slick ways for patients and service users to surface personalised documents and care plans in one place. Let them effortlessly access, review, and fully engage with a personalised plan, improving their overall wellbeing.

Patient Portal | Patient View

Patients can access the Care Hub via the 'My Health', 'Trackers', and 'Resource' tabs located on the landing page of their patient portal, or through the blue banner displayed at the top of each page.



My Health

Including:

- About Me
- Current health
- Documents
- Health History
- Lifestyle

My Health | About Me

The Care Hub's 'About Me' section contains over 50 questions that the patient can complete about themselves. These align with PRSB Standards.

There are certain questions that could be helpful in offering smoother care solutions, such as preferred name, gender identification, communication triggers, and their aspirations and goals for care.

Preferred name

Date of birth

Preferred language

Account type

Sex registered at birth

What gender do you identify as?

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

About me Current health Documents Health history Lifestyle

In this section, you can provide basic details about your lifestyle.

Felicity Dalton

Step 1. My personal information ▼ [Edit](#)

Step 2. People who are important to me Incomplete ▼ [+ Add](#)

Step 3. What is most important to me Incomplete ▼ [+ Add](#)

Step 4. How I communicate and how to communicate with me Incomplete ▼ [+ Add](#)

Step 5. Please DO and please DON'T Incomplete ▼ [+ Add](#)



My Health | Current Health

The current health section allows patients to keep a record of any diagnoses, allergies and medications. The below banner appears at the top of every new entry to remind patients that this record is primarily for their own reference. Staff are also able to add or edit the diagnoses, allergies, and medications for a patient within the DrDoctor staff portal.

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

About me Current health Documents Health history Lifestyle

Diagnoses Allergies Medications

Overview of all your diagnoses.

+ Add new

My diagnosis

ADHD
Diagnosed on 05 Dec 2024

Medications

Concerta



Information added to this form is primarily for your personal use. It may also be accessed by clinical staff or used for clinical decision making.

16:40

About me Current health Documents

Diagnoses Allergies Medications

Overview of all your diagnoses.

+ Add new

My diagnosis

ADHD
Diagnosed on 05 Dec 2024

Medications

Concerta

Archive Edit

16:40

About me Current health Documents

Diagnoses Allergies Medications

An overview of all your allergies.

+ Add new

Allergies

Added on 13 Dec 2024

Allergy type Medication

Pollen Loratadine

Archive Edit

16:41

About me Current health Documents

Diagnoses Allergies Medications

Add and manage your medications.

+ Add new

My medications

Concerta
For ADHD

Dosage

27 mg

Frequency

Once a day

Following our most recent conversation, we are also discussing with the team the addition of the extra fields to the diagnosis and medications sections to identify if it is patient added or staff.

My Health | Documents

The Document Hub provides patients with a digital record of their clinical correspondence and care plans, ensuring that they have access to important health information at any time, on any digital device.

This screenshot shows the 'Documents' overview page. At the top, a blue navigation bar contains links for Appointments, Letters, Messages, Forms, Test results, My health, Trackers, Resources, Settings, and Sign out. Below this, a secondary navigation bar includes About me, Current health, Documents (selected), Health history, and Lifestyle. The main content area features an 'Overview of letters and documents related to your health and care.' with an '+ Upload document' button. A 'Documents' section has tabs for All, Unread (0), Read, and Archived. A search bar is labeled 'Search by document title' with a search icon, and buttons for 'Sort by' and 'Filter by' are present. Two document cards are visible: 'Care Plan' (Recorded on: 13 Dec 2024) and 'Op Courage Care Plan' (Recorded on: 13 Dec 2024), each with 'Archive' and 'View' options.

Our expert integration can pull documents either directly from your EPR or via the TIE, saving valuable admin time.

This screenshot shows a document view page for a 'Care Plan' recorded on 13 Dec 2024. The navigation bar is identical to the overview page. The document title 'Care Plan' is displayed with 'Recorded on 13 Dec 2024 | Others' and buttons for 'Archive', 'Print', and 'Download'. The document content is displayed at 130% zoom and includes a 'Patient Assessment' table and text sections.

Patient Assessment	
Patient's Name	Joe Smith
Address	10 Avon Way, BA1 3QE
Emergency Contact	Jane Smith
GP Name	Dr M Wiltshire
AHP/Nurse	None
Date of Birth	01/01/2000
Phone Number	07778889999
Medical Record Number	0123 456 789
Other Care Plan	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Presenting issue(s)
What are the patient's current mental health issues?
Can't sleep and is tired all the time
Tears Easily
'Flies off the handle'

Patient History
Record relevant biological psychological and social history, including any family history of mental disorders and any relevant substance abuse or physical health problems
Usually well, infrequent presentation at surgery in last 12 months
Mild asthmatic
Not sleeping well
Doesn't go out much - often feels lonely
Has a few extra drinks to get to sleep
Married for 20 years with 3 teenage children at home
12 months ago retrenched from a supervisory position at steel works & has been unable to find work since

Medications
Ventolin (for asthma)



My Health | Lifestyle

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

About me Current health Documents Health history Lifestyle

Health factors Hobbies / activities

Add or update details about your lifestyle and routines.

Health factors

Exercise routines

HIIT
3x Weeks, 123 minutes

Update your exercise routines

Dietary needs

You have not updated your dietary needs.

Add your dietary needs

Measurements

You have not updated your measurements.

Add your measurements

Similarly to the 'About Me' section, this is mainly for the patient's own records. However, it can be a useful tool to understand what patients are currently doing, especially if they've been advised that they need to reach a certain weight before being reconsidered for surgery. We cover this in more detail in the tracker section.

ⓘ This tool should not be used for urgent care or advice. For immediate assistance, please contact your healthcare provider directly.

Chest (cm) *

e.g.:34

Waist (cm) *

e.g.:26

Hips (cm) *

e.g.:34

Upper leg (cm) *

e.g.:21

Upper arm (cm) *

e.g.:14

Cancel Add

Trackers

Including:

- All trackers
- Coping strategies
- Goals
- Diary

Trackers | All trackers

There are currently 10 pre-built trackers available for use, including BMI. We're also in the process of developing trackers that monitor alcohol intake and smoking habits. If there are other wellbeing factors that would be useful to monitor, we'd be happy to discuss the development of new trackers.

Trackers can be useful for pre-surgery monitoring, especially if a patient needs to reach a certain weight or quit smoking before treatment. We can also use trackers as goal-based measures and are currently exploring the opportunity to use them with Speech and Language, as files can be uploaded to monitor progress over time.

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

All trackers Coping strategies Goals Diary

Tracker overview Mood tracker

View all your trackers here and turn them on or off based on your needs.

- Sleep tracker** (disabled): Monitor your sleep patterns and see how they impact your overall health.
- Mood tracker** (enabled): Track your mood trends and find out how they influence your overall wellbeing.
- Pain tracker** (disabled): Track changes in your pain levels over time and explore their impact on your overall health.
- Problem tracker** (disabled): This tracker will help manage problems you may be experiencing.

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

All trackers Coping strategies Goals Diary

Tracker overview Mood tracker

Track your mood trends and find out how they influence your overall wellbeing.

+ New entry

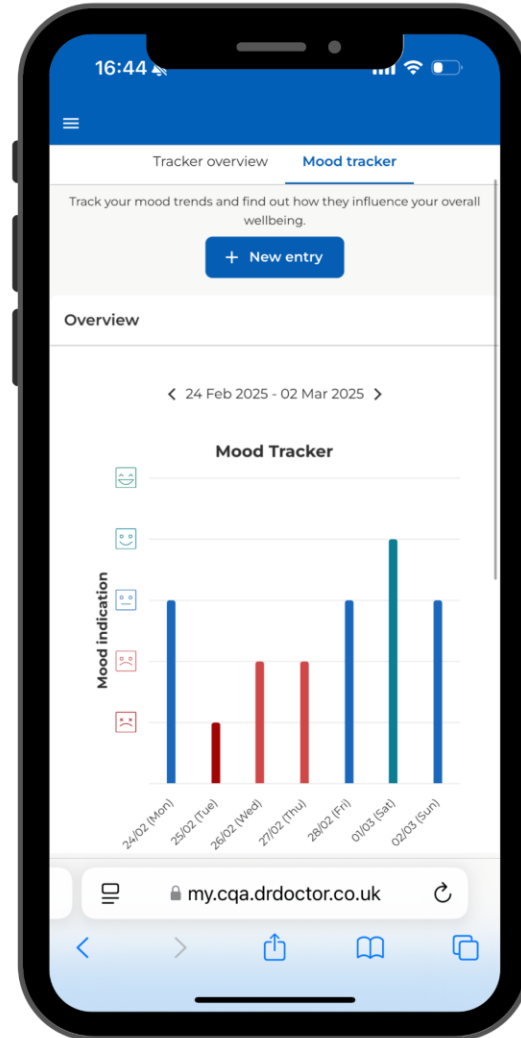
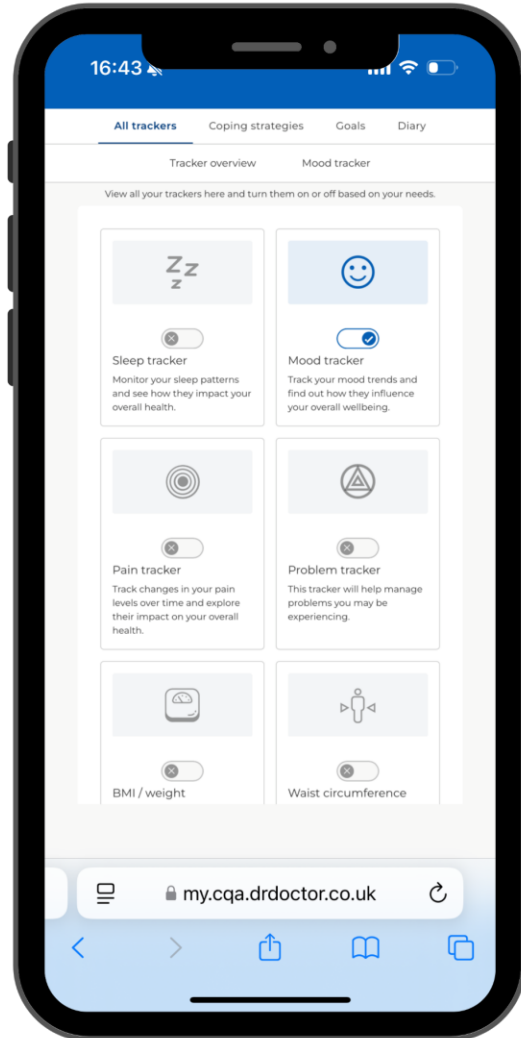
Overview

< 24 Feb 2025 - 02 Mar 2025 >

Mood Tracker

Date	Mood Indication
24/02 (Mon)	Happy
25/02 (Tue)	Sad
26/02 (Wed)	Sad
27/02 (Thu)	Sad
28/02 (Fri)	Happy
01/03 (Sat)	Happy
02/03 (Sun)	Happy

Trackers | All trackers



The screenshot shows the 'Mood tracker' entry screen. It includes a disclaimer: 'This tool should not be used for urgent care or advice. For immediate assistance, please contact your healthcare provider directly.' Below is a date selector set to '03/03/2025'. A section titled 'Tap a face to add your mood' offers five options: 'Very sad', 'Sad', 'Normal', 'Happy', and 'Very happy', each with a corresponding face icon. A question asks 'Was my mood better, the same or worse than the previous day?' with three response buttons: 'A lot better', 'Better', 'The same', 'Worse', and 'A lot worse'. A 'Notes' section contains a text input field with the placeholder 'Enter your notes here'. The browser address bar shows my.cqa.drdoctor.co.uk.

Trackers | Goals

Appointments Letters Messages Forms Test results My health **Trackers** Resources Settings Sign out

All trackers Coping strategies **Goals** Diary

Here you can track all of your active goals. You can also view these in a monthly calendar format and edit or archive any goals once completed.

[Add new goal](#)

Goals

Overview **Goal entries** Archived

You have 1 active goals


Lose 20kg

I need to loose 20Kg and stop smoking.

This goal was set on 05 Mar 2025 and has 1 step.

[Archive](#) [Edit](#)



Goals are patient-led. However, this could be a useful tool to encourage patients to consider what they hope to achieve during their care pathway or to set goal-based outcomes with them after their initial consultation.

 This tool should not be used for urgent care or advice. For immediate assistance, please contact your healthcare provider directly.

Goal title *

Goal description *

Goal start date * **Goal end date ***

Enter the steps you want to take to achieve this goal *

How often would you like to be reminded? *

Trackers | Diary

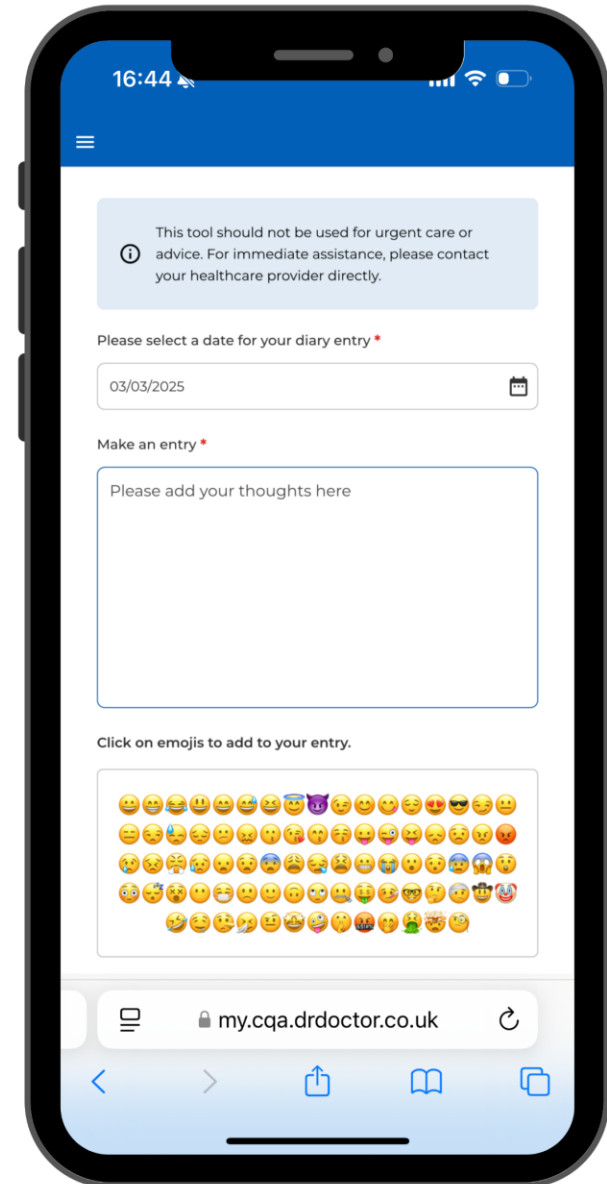
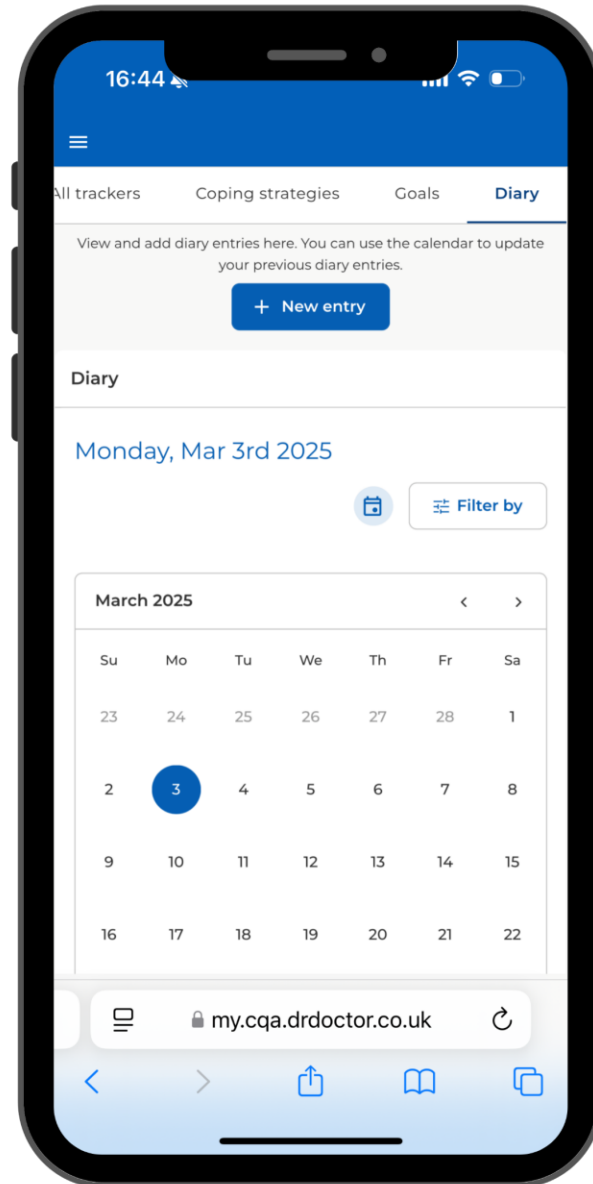
Diary entries can be used for mood, food diaries, as well as identifying any behavioural or environmental triggers that a patient may be experiencing.

The diary landing page also links to the trackers. As you can see, the pain entry at the bottom of the image on the right corresponds to a tracker displayed on the 'All Trackers' page. This can be helpful for long-term monitoring.

The screenshot shows a patient diary interface. At the top, there is a navigation bar with links for Appointments, Letters, Messages, Forms, Test results, My health, Trackers, Resources, Settings, and Sign out. Below this, there are tabs for All trackers, Coping strategies, Goals, and Diary. A message states: "View and add diary entries here. You can use the calendar to update your previous diary entries." A "+ New entry" button is visible. The main section is titled "Diary" and shows the date "Wednesday, Mar 5th 2025" with a calendar icon and a "Filter by" button. A calendar for "March 2025" is displayed, with the 5th of March highlighted. Below the calendar is a "Today" button. At the bottom, a "Pain entry" is shown with the following details:

Pain entry:
Type: Back Pain
Location: lower back
Intensity: 7 / 10
Note: I am struggling to sit in the same position for longer than 5 minutes.

Trackers | Diary



Resources

Resources | All Resources

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

My resources

All Recommended Saved

Search for a resource 🔍

Filter by Sort by

Accessing our services
Online, Out-Patient, Residential Our specialist treatment and support is available online and in-person. Our staff are based across the UK - we have teams in Belfast, Inverness, Glasgow, Edinburgh,...

ACTIVE CYCLE OF BREATHING TECHNIQUES (ACBT)
This leaflet should be used as a guide to patients who have already been instructed by a Physiotherapist. It provides written information to guide you through the steps of the Active Cycle of Breat...

Amy's story
Read Amy's story about getting diagnosed with breast cancer, recovering from surgery and getting back into life. I never expected to be diagnosed with cancer at 30. My 30th year was always go...

Anger
Anger: What Is It? Do you feel quick-tempered, short fused or easily irritated? Anger is an important emotion and is neither good nor bad. Anger is an important emotion. Anger is neither good n...

Anxiety
Anxiety: What Is It? If you're feeling on edge, high

Assessment for care and support
Assessment for care and support in england

Resource type

- Articles
- Videos
- Tips
- Events
- Stories
- Useful-links
- Apps
- Research papers
- Patient leaflets

Content related to

- Accessing
- Adult
- Amy's story
- Anger
- Anxiety
- Articles
- Cancer
- Dementia
- Events
- Group
- Quality of life
- Renal disease
- Stories
- Story
- Tips
- Useful links
- Video
- Young person (14-18 yrs)
- Apps
- Armed forces
- Arthritis
- Bereavement
- Blood-sugar
- Breavement
- Combat stress
- Coping strategies
- Coping with low mood
- Depression
- Diabetes
- Eating disorder
- General health
- Low mood
- Maternity
- Negative thinking
- Negative thoughts
- New baby
- New tag
- Op courage
- Pneumonia
- Pop
- Post natal care
- Pregnancy
- Rheumatoid arthritis
- Rheumatology
- Test resource
- Togetherall
- Unhelpful thoughts
- Veteran
- Young adults

Reset Confirm

Did you know that patients with the right knowledge, confidence and skills to manage their mental health make 19% fewer GP visits and 38% fewer ED attendances?

Our Resource Hub will enable services to create and upload educational resources that can be viewed by your patients at any time –enhancing understanding and self management, providing support for those on waiting lists and improving medication and symptom monitoring post-diagnosis.

Resources | Saved Resources

The screenshot displays a patient portal interface. At the top is a blue navigation bar with links for Appointments, Letters, Messages, Forms, Test results, My health, Trackers, Resources, Settings, and Sign out. Below this is a section titled 'My resources' with three tabs: All, Recommended, and Saved (which is selected). A search bar is located above the resource cards, with 'Filter by' and 'Sort by' buttons to its right. Two resource cards are visible: 'Coping Strategies for Low Mood' and 'Depression'. Each card includes a brief description and a 'Saved' button at the bottom right. A pagination bar at the bottom shows 'Previous', '1', and 'Next'.

Patients will have access to the full library of resources at their fingertips and can also be signposted to specific resources that are recommended for them by their clinician or care team at any point throughout their health journey.

All resources can be tagged with labels (e.g. ADHD) to encourage easy access for both staff and patient users, and patients can bookmark useful resources underneath the 'Saved' tab.

Resources | All Resources

Appointments Letters Messages Forms Test results My health Trackers Resources Settings Sign out

My resources


← View resource

What is dementia? Save

Videos

Which diseases cause dementia? How do they affect the brain?

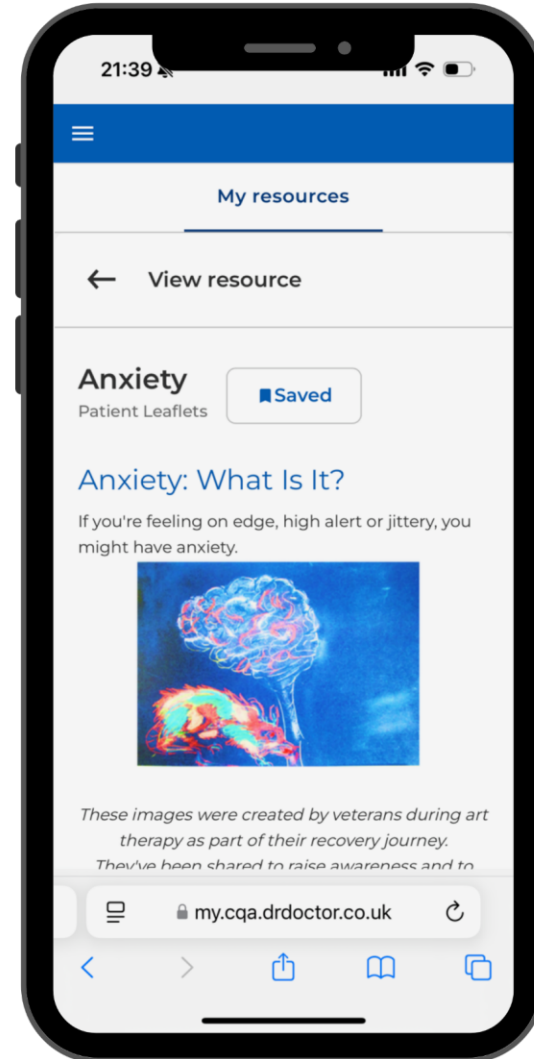
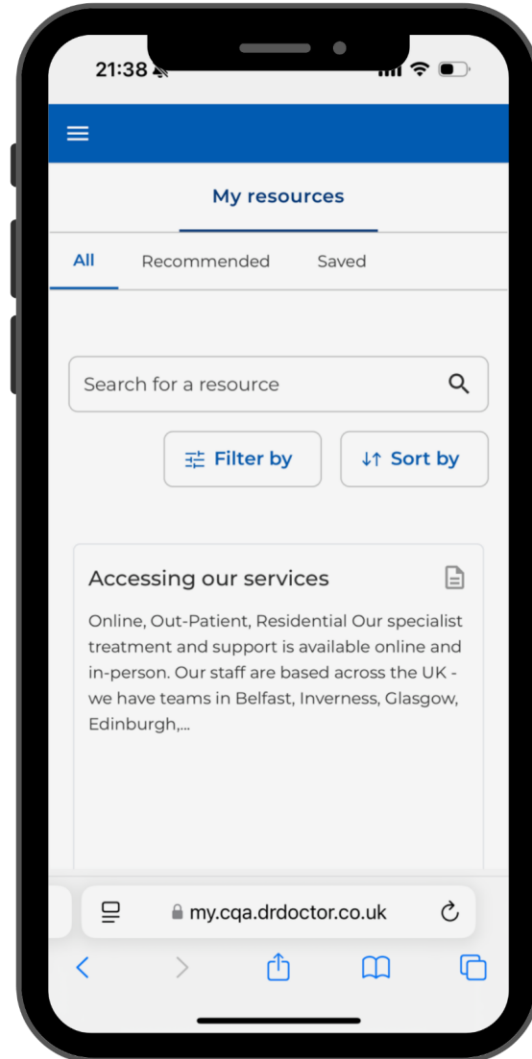
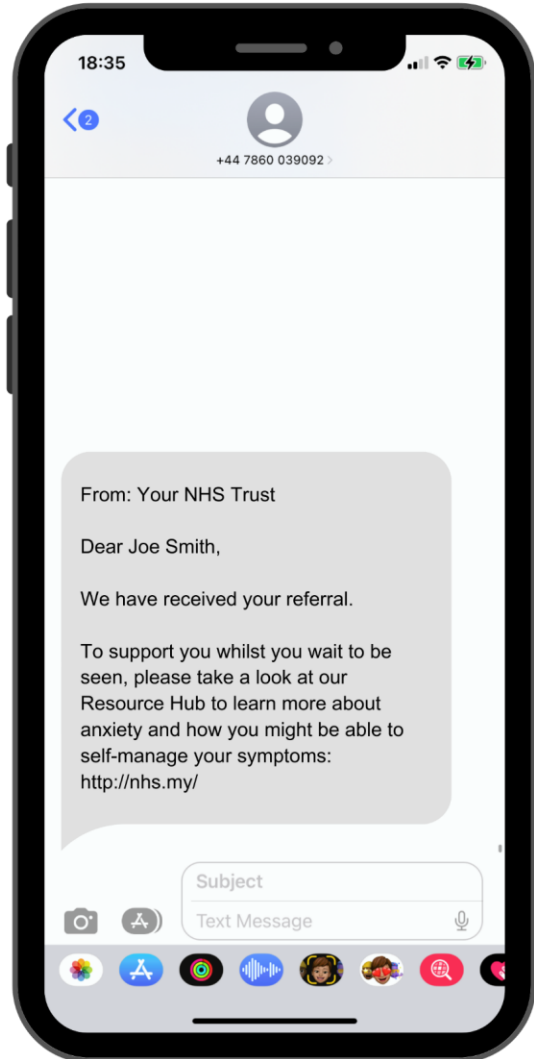
Alzheimer's Society What is dementia? Watch later Share



Watch on YouTube 0:00 / 2:19

Available resource formats include videos, apps, articles, leaflets, links to local support groups and more.

Resources | Workflow



DrDoctor Staff Portal

How to staff create and send resources?

Resources | Staff Portal

The screenshot displays the DrDoctor Staff Portal interface. On the left, a sidebar menu is visible under the 'Patients' tab, with 'Resources' highlighted. The main content area is titled 'Resources' and includes a 'Resources overview' section with three summary cards: 'Published resources: 10', 'Awaiting for approval: 0', and 'Draft resources: 0'. Below this is an 'Overview' section featuring a search bar and a table of resources. The table has columns for Resource title, Resource type, Topic, Created date, Author, Status, and Action. Two resources are listed: 'Coping Strategies for Low Mood' (Tips, Anxiety, 02/03/2025, Mindwave developer, Published) and 'How to deal with unhelpful thoughts' (Videos, Anxiety, 02/03/2025, Mindwave developer, Published). A '+ Create new' button is located in the top right of the Overview section.

Resources can only be sent to a patient once they have been approved and published

You can search by speciality, keyword, author, and resource type

Under the Patients tab, you will find 'Resources'. On the landing page, you will see all the resources created by the Trust



Resources | Staff Portal

To share a resource with a patient or a group of patients, search for their name or NHS number. Then, click 'Share Resource', and it will appear in the patient's 'Recommended Resources' section within their patient portal.

Status	Action
Published	Share
Published	Share

Share a resource

Search

- Selva drdoctor
NHS number: 9894325388
- Sivaguru S
NHS number: 2325167328
- Joe Horne
NHS number: 9996800369
- Nishita Morjaria
NHS number: 999500550

Cancel **Share resource**

Thank you!