

## Information Services Division

For the attention of the Practice Manager

### National Information Systems Group

Area 130A  
1<sup>st</sup> Floor, Gyle Square  
1 South Gyle Crescent  
Edinburgh, EH12 9EB  
Telephone: 0131 275 6000  
Fax: 0131 275 7511  
[www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)



Enquiries to Jonathan Cameron, ECS Programme Manager  
Direct Line 0131 275 7557  
Email [jcameron2@nhs.net](mailto:jcameron2@nhs.net)

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### EMERGENCY CARE SUMMARY (ECS) PRACTICE PACK

Dear Colleague

Please find enclosed a pack containing the latest information about ECS to make sure that you and your practice staff have all the details to help:

- check the ECS audit report to see which patients have had their ECS record accessed
- print out an ECS report for patients
- answer any patient queries about ECS
- record Allergies and Adverse Reactions in ECS

NHS24 have also provided an overview of how their Call Handlers and Nurse Advisors are using ECS as part of their patient care. Please note that for all calls the NHS Call handlers only confirm the demographic information with the patient before passing to the Nurse Advisors who have access to the necessary clinical information.

Please also find enclosed copies of the patient leaflet, ECS newsletter and the ECS poster. If you required further copies of the leaflet please contact Annabel Chambers ([annabel.chambers@isd.csa.scot.nhs.uk](mailto:annabel.chambers@isd.csa.scot.nhs.uk)). Please can you share this information within your practice.

If you have any other queries about ECS, please get in touch with Jonathan Cameron (details above) or your local IT Helpdesk.

Yours sincerely

A handwritten signature in purple ink that reads 'Libby Morris'.

Dr Libby Morris  
ECS Programme Board Chair



### Headquarters

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairman David Campbell CBE  
Chief Executive Iain Crichton