Fracture Liaison Service Database

Webtool user guide v1.3

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 (RCP) as part of the Falls and Fragility Fracture Audit Programme (FFFAP).

This document has been produced by Crown Informatics and the FLS-DB team to assist users of the FLS-DB website. Crown Informatics audit team is commissioned by the RCP to operate the data collection and reporting as part of the project.

For further information about the FLS-DB audit, please visit our website. You can contact the FLS-DB team via email: flsdb@rcp.ac.uk or call: +44 (0)20 3075 1511.

Setting up your Fracture Liaison Service (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 log in. Enter your username and password and click '**Sign in'.**

This will log you into the FLS-DB website.

NB. Always log out of the database by clicking on the **'Logout'** button at the end of the session (top right corner of webpage) to ensure your patient data is not compromised.

You can also log in via passkey by ticking '**Create a passkey'**. Passkey is a new globally recognised identity standard to help users to easily access secure services. More information about this can be found online: https://www.crownaudit.org/ciportal.nsf/docs/PasskeyAbout

Forgotten username

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

1. Name: First and last name with a space between
2. ORG code: 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 '**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 '**Reset password**'

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

Your password must have at least eight characters and include capital letters, a number and a special 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.

Patient audit data entry

To access the patient data collection component of the audit: select '**Patient views'** 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 depending on the year the patient was diagnosed. You will find the options on the left of the 'patient views' page (as shown below):
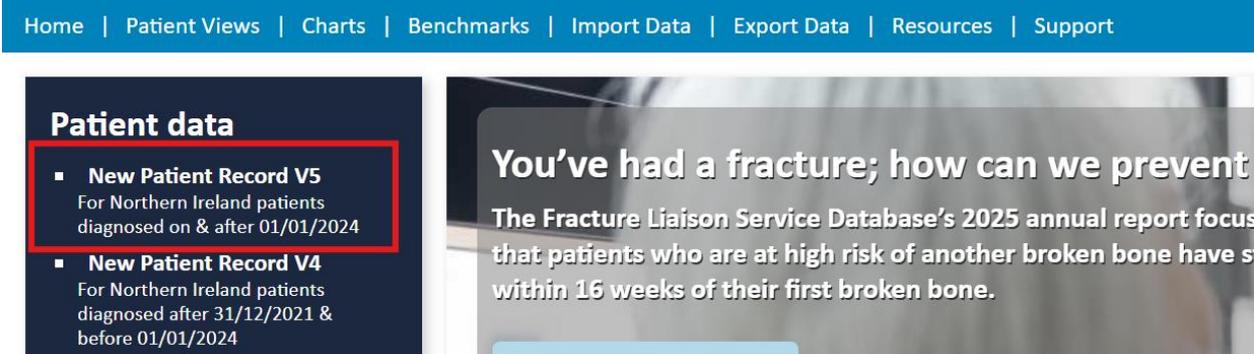
Important points to remember when entering data

> 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

To request a new account for a colleague, please log in, go to '**support**' at the top and then '**create user**' on the left to follow the instructions. This will send an email to your lead clinician who will then be able to log in and approve the access request.

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'**:
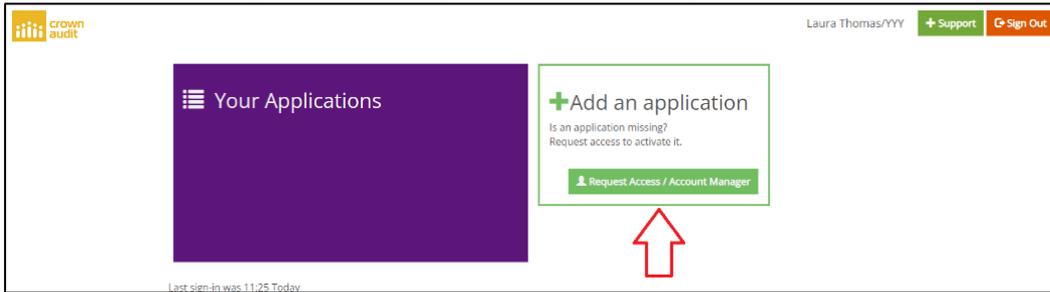
You will be presented with a list of active users for your organisation – click **'Register a user'**:
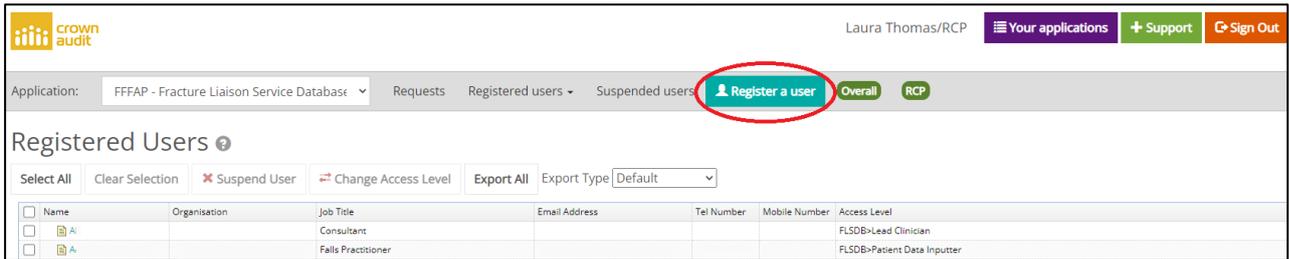
Complete all fields of the form following the guidance:

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**':
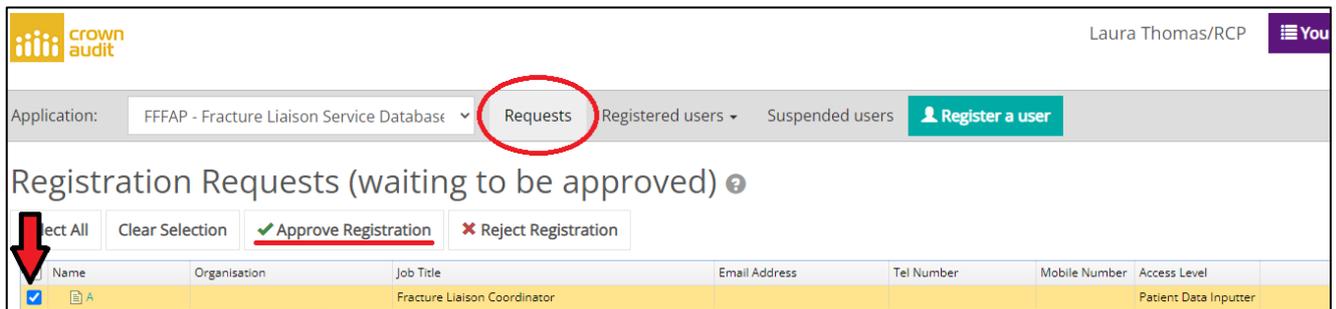
> The newly registered user will be sent a link to activate their account and, once activated, they will be able to log in from www.fffap.org.uk
> A username consists of the person's registered name, a hospital/service code and a programme name. For example: John Smith/ORG/NCASP
> Please note, the email 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'** green link.
> The Account Manager will load and display the list of users at your site, for example:
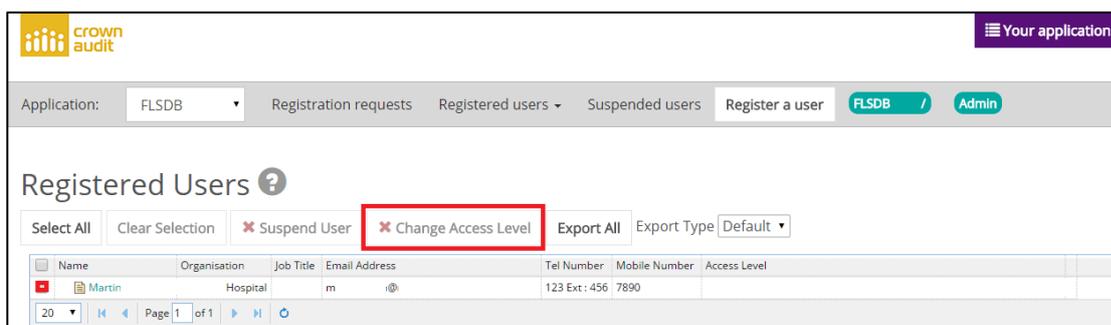
> Select the user(s) from the list
> Click the '**Change Access Level'** button

You will be prompted to select an access level:
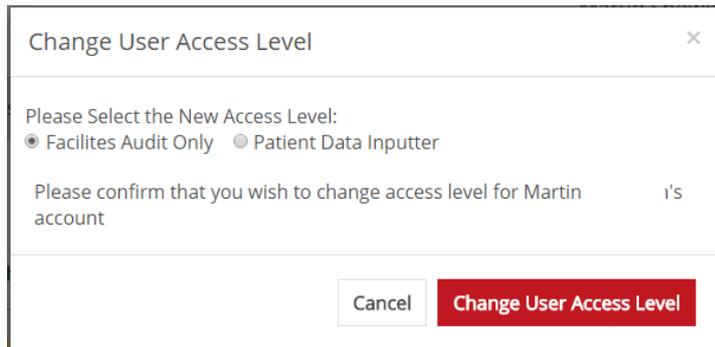
> Select the appropriate access level (either '**Facilities Audit Only''** or' **Patient Data Inputter**)
> Click '**Change User Access Level'** to confirm the access level change (or '**Cancel'** to cancel the change)
> If you confirm the change then the user(s) access level will be changed and the 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.

Please note:
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, ie a lead clinician cannot use the function to change their own access level. Please contact IT support in this instance (helpdesk@CrownAudit.org).

Support

Below are the 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 and 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 and 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). Crown Informatics are an appointed data processor.