



INTERWEAVE
CONNECTING CARE

Interweave Portal

“Data missing...”

Is there a problem?

Interweave does not store patient data, instead it retrieves data in real time from provider organisations, this means we have a dependency on data provider connections and technology. Rarely, but sometimes, data providers have issues which mean that their data cannot be displayed.

When this happens we provide an indication in the app bar

And also on individual panels

The screenshot displays the patient record for Matthia (Mrs) AZZOPARDI. The top navigation bar (app bar) contains search and filter options, and a set of icons on the right, including a yellow warning icon with an exclamation mark. Below the patient details, there are three summary cards: 'Flags' (1 active), 'Allergies' (24 active), and 'End of Life Care Plan' (1 active). Below these are tabs for 'SUMMARY', 'SUMMARY V1', 'GP CONNECT', and 'TIMELINE'. The 'Flags' and 'Allergies and adverse reactions' panels are highlighted with red and orange backgrounds, respectively, and each has a yellow warning icon in its top right corner. A red arrow points from the text 'When this happens we provide an indication in the app bar' to the warning icon in the app bar. Another red arrow points from the text 'And also on individual panels' to the warning icon in the 'Flags' panel.

Additionally, we display a pop-up warning message alerting the user to check

A red pop-up warning message with a white exclamation mark icon on the left and a white 'X' icon on the right. The text inside the message reads: "Errors detected. Check errors icon in the menu bar for details."

What's the problem?

Clicking on the warning icon will display the error, which may indicate that data could be missing from a particular provider

The screenshot shows a patient record for **AZZOPARDI, Mattha (Mrs)** (active), born 27-Feb-1986 (37y), female. The patient's contact information includes phone 01706378476 (work) and address 55 EXETER STREET, ROCHDALE, LANCS, OL11 1JY. The interface features a sidebar with navigation options like Summary, Person Details, Appointments, Encounters, Flags, Medications, Allergies and adverse reactions, and Social Care. The main content area has tabs for SUMMARY, SUMMARY V1, GP CONNECT, and TIMELINE. A red banner at the top of the main content area reads "Error Display". Below this banner, there are two tabs: "SUMMARY" (selected) and "DETAILED ERRORS". Under the "DETAILED ERRORS" tab, a message states "The following errors were detected". Below this message is a table with three columns: "Provenance", "Type", and "Details".

Provenance	Type	Details
LEEDS TEACHING HOSPITALS NHS TRUST	exception	Data provider did not respond.

We monitor provider connections routinely and work with providers to help resolve them so that data is consistently available to end users

Thank you!

Please direct any feedback to

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