

Question & Answer

Q: Is the Jointly App Orcha approved?

A: ORCHA assessed [Jointly](https://appfinder.orchha.co.uk/defaultsearch/?search=jointly) in 2020. It received a 74% score overall. (<https://appfinder.orchha.co.uk/defaultsearch/?search=jointly>). Jointly was judged to be of particular use to carers during COVID.

Q: Is there a Data Privacy Impact (DPIA) Assessment for the Digital Resource for Carers and Jointly App?

A: The Digital Resource for Carers and Jointly App have a DPIA, which Carers UK hold as the processor of the data. If you would like to see copies, please request here: england.nhsthinkcarer@nhs.net

Q: Does the password have the facility to use biometric sign in?

A: Yes, jointly supports encrypted password, and biometric sign in (via fingerprint or face recognition).

Q: What is the Access code for?

A: The Access code is used when a new user (carer) is creating their account to access the Digital Resource for Carers and Jointly App for free. The relevant field is present to enter the code when "Create new account" is selected. Once the code is used to create an account it does not have to be used again, carers can access resources using their username and password. Carers using the Digital Resource who want to download and use Jointly can do so for free using the same code. Carers do not need to remember the code – it is always shown on the top of the page together with their name as follows:



Hertfordshire and
West Essex STP



Your Access Code: **DPCN9228** Madeleine Starr ▼



Q: Can you invite people to the circle through adding a mobile number, rather than adding an email address?

A: Individuals need an email address to be added to the circle at the moment and this is to ensure that the invitation facility works across the board for users accessing the mobile app as well as users using the web app. We are exploring ways of enabling functionality in the future allowing users to select whether they will invite someone by email address or phone number.

Q: Is there a facility to 'shout out' to the circle to pick up a task rather than assign?

A: Assigning a task will notify the user to whom the task is allocated (either by an alert on their phone or email). This is essentially a shout out.

Q: Can you use the app to create an SOS alert that will ping an alert to others in the circle if help is needed/or in an emergency?

A: Jointly allows live communication between the members of a caring circle – in this sense a message out to the group would ensure that members are notified in an emergency. We are, however, exploring how we can ensure that Jointly can be useful in case of an emergency which is why we have recently designed and published contingency planning features. Additional features that may be useful in case of emergency are being explored.

Q: Do we have a standard for the data which needs to be shared?

A: Administrator users can select what data can be shared either with other circle members or externally. User data on Jointly is governed by Jointly's [Privacy Policy](#).

Q: How do service teams manage the expectations of carers that contact them and responding in time?

A: Carers UK offers a direct technical support function which users can access through the Digital Resource platform and the Jointly app. User queries will never be directed at the commissioning bodies but will be directly managed and resolved by Carers UK.

Q: Is it possible to create an API link between the Jointly App and primary care clinical systems to share information and keep the data real time?

A: There is currently an API, however there is no protocol for the general public to share data with statutory bodies. Jointly users can, however, export the contingency plan they have created on Jointly and share it with professionals or other relevant parties. To further improve ease of identification, a new SNOMED CT code has been created to signal that a carer has a contingency plan in place for when they cannot care for a

period of time. This can now also be included in the Summary Care Record allowing health and care professionals across the system to quickly identify this information should it be needed. [Guidance has been shared with Primary Care Colleagues to support with this](#)

Q: How does the emergency plan link into the patient record, so ambulance and ED staff can access?

A: A new SNOMED CT code has been created to signal that a carer has a contingency plan in place for when they cannot care for a period of time. This can now also be included in the Summary Care Record allowing health and care professionals across the system to quickly identify this information should it be needed. [Guidance has been shared with Primary Care Colleagues to support with this](#)

Q: Is the main carer identifier link to the NHS number? Would that be locally via Primary Care?

A: Primary Care can record carer status on the patients record using existing SNOMED codes.

Q: Is there a young carers version?

A: There is not a specific young carer version as the Jointly app is for anybody involved in managing and sharing care. Young carers should not be undertaking an inappropriate caring role as per the [Children and Families Act 2014](#).

Q: Will Jointly include subjects such as advanced care planning assistance and annual health check information?

A: The **Notes** feature enables users to create their own categories of information and stores unlimited notes under their categories (this can also include images and attachments such as care plans, hospital discharge information, treatment plans, etc.) This feature was developed in response to feedback from carers.

Q: What the accessibility of the app is like?

A: NHS England and Carers UK recognise that the Digital Resource and Jointly App won't suit everyone. It will allow you to proactively support a number of unpaid carers and release capacity. ORCHA assessed [Jointly](#) in 2020. It received a 74% score overall and a 61% score for usability and accessibility (<https://appfinder.orchha.co.uk/defaultsearch/?search=jointly>). Taking into account user feedback Jointly was re-designed and re-launched in March 2021 addressing usability and accessibility issues. We are confident that the new version will score highly in these areas when re-assessed by ORCHA.

Q: What happens after the block contract runs out?

A: ICBs will then be able to procure their own membership at the discounted rate of £3k per year for all carers in their ICB footprint, rather than the standard £5.5k rate. ICBs may also want to explore offers from different suppliers and/or create their own additional package of support. Carers who have made use of Jointly ahead of March 31st 2024 will still be able to access and use it past March 31st 2024.

Q: We have more than one free access code in our ICB, how do we streamline our data?

A: Carers UK can advise about the best way to manage this, including the option of transferring users from one organisation/code to another without impacting the users. If this is something your organisation would like to explore, please email client.services@carersuk.org.