

Strata : using comments in Strata

The following guidance has been produced in response to feedback that the high volume of comments in Strata is confusing and it can be unclear who the comment is directed to, its purpose and its priority.

Principles

Comments should be used judiciously and only to provide essential and useful status updates.

Generally, Requests for Information, not comments, should be used where action is required.

Formatting

As referrals can be seen by many people in different organisations and roles, please use the following format at the start of your comment:

FAO: Specify who you want to note the comment e.g. Ward, GP, IToCH, receiver service

Priority – Specify Urgent or Routine

For Information/Action: Specify whether you require a response. Generally, comments should be used to provide status updates. Consider using Request For Information if action is required.

My role: Specify your job title. Your name and timestamp will automatically appear above the comment so does not need to be added.

Comment text follows

Example

FAO: IToCH, Priority: Routine

For information:

My role: Administrator

Referral will be triaged on Monday.

Online URL: <https://elearning.cornwall.nhs.uk/site/kb/article.php?id=359>