

Question & Answer

Q: Is the Jointly App Orcha approved?

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

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

A: Not at the moment. We are always exploring ways of making access easier for users including invites via telephone or use of biometric sign in.

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.

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

A: NHS England is working with Integrated Care Systems and NHS Digital to ensure that there is a means for coding the existence of a Carer Contingency Plan in the patient record, for inclusion in the Summary Care Record.

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 wont 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.orchacare.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.