Communications toolkit for participating organisations

**[Name] CARE RECORD**

About this toolkit

The information provided in this toolkit can be used by all partners signed up to the xxx Care Record to enable them to communicate this approach with key audiences including staff and patients.

The following partner organisations are involved in the xxx Care Record:

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Comments, suggestions, queries or concerns

We always appreciate comments and suggestions for improving our work.

The [Name] Care Record project is being co-ordinated by the [Name] [name of lead organisation] in partnership with health and social care organisations in the area.

Contact the programme team at

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# Section one:

## Information for organisations

### Why do we need an Integrated Digital Care Record?

The [Name] Care Record will become a fully integrated health and social care record for patients in our city to support direct patient care. It has been developed with the intent of enabling all organisations providing health and social care support in [Name] to share care information with one another.

To enable the [Name] Care Record to realise its full potential, participating partner organisations are being asked to sign up to a new information-sharing agreement – the purpose of this is to provide a robust and legal framework for sharing care information between agencies in [Name] to support improved health and social care.

## What is the new sharing agreement?

Health and social care service providers have a responsibility to ensure that their use of personal data is lawful, properly controlled and that individuals’ rights are respected. In addition, there is a need to share information to ensure that patients receive the safest and most appropriate care, to reduce duplication and to provide a joined-up approach to care.

A new information-sharing agreement has been jointly developed by commissioners and health and social care service providers in [Name]. This information sharing agreement aims to help improve the quality of care, by enabling health and social care agencies supporting individuals to share their personal or sensitive information.

## How will the xxx Care Record work?

The [Name] Care Record can be adapted and changed locally to meet the requirements of our information systems and the specific needs of our population. This is one of the reasons why your feedback is very important.

The record is currently a read-only system. Information on each clinical system can only be changed at the source by those authorised to do so.

## What are the benefits of a single care record?

Evidence from other countries that use a single care record shows that potential benefits include:

* better co-ordinated and safer care
* more time to spend on care
* less paperwork
* fewer unnecessary tests
* more accurate prescriptions
* better self-management for individuals
* more efficient use of health and social care services.

## Does this mean a new clinical system?

There are no plans to introduce a single medical records system. In the area, there are currently has [Name] different health and social care systems which hold individual’s information in different ways. Organisations will still have their system of choice; the xxx Care Record is an additional tool to bring key health and social care information together from multiple sources in one record view.

Access to information is still restricted to health and social care professionals and only available where there is a legitimate reason to access the information.

## How do I sign up my organisation?

To join the [Name] Care Record, you will be asked to sign up to a new information-sharing agreement which will be administered in line with a ‘Fair Processing Notice’.

In addition each participating practice or organisation is legally required to have a fair processing notice in place. Once the organisation has signed up, to contribute towards the [Name] Care Record, a defined set of relevant information can then be extracted from your system and transmitted to the [add name of organisation] is hosting the [Name] CareRecord) via secure encrypted systems. There will be no changes to your practice or organisation system.

Organisations are legally required to make patients and service users aware of the [Name] Care Record and materials are included in this pack.

## How is information in the [Name] Care Record updated?

Links from your system into the [Name] Care Record will be set up so that defined health and social care information can be updated in virtually real time.

This means that anyone viewing an individual’s [Name] Care Record can see the latest health and social care information about that individual.

## Which organisations will be able to see the information?

Information will be viewable by clinicians and care professionals only.

The aim is to be able to bring together bring together information from:

* GP practices
* [add name of secondary care provider/s]
* [add name of Community Health Provider]
* Adults’ and children’s social care services ([Name] City Council).
* [Add additional organisational names if relevant]

## What will I be able to see?

The [Name] Care Record will provide a common set of information on each individual that health and social care professionals will be able to access to help them provide even better care and support, provided there is a direct care relationship with that individual. Examples of this will include:

* Demographics and contact details
* list of diagnoses
* medications
* vaccinations
* allergies
* GP activity (dates/times)
* hospital activity (dates/times)
* test results
* referrals, clinic letters and discharge information.

The benefit of having a [Name] Care Record is that participating organisations can work together locally to identify the kind of information that needs sharing and develop the care record accordingly.

## What is care.data and how is it different?

This is a separate and national initiative which is not connected to the [Name] Care Record. Care.data is the routine extraction of certain personal confidential data from GP practice systems. It will include information such as family history, vaccinations, diagnoses, referrals, biological values and all NHS prescriptions. Identifiers (date of birth, postcode, NHS number and gender) are required to link the GP data with personal confidential data from other care settings in order to analyse patient care across pathways. By using information about the care that has been received, those involved in providing care and health services can see how well they are doing and where improvements need to be made.

Patients have the right to opt out of care.data.

## How is the [Name] Care Record being communicated to patients?

There are over [Name] GP registered patients in [Name] so writing to everyone individually would be a costly exercise for the NHS. Instead, the clinical commissioning groups (CCGs) in [Name] have agreed to lead a public awareness campaign to help people understand the purpose of the [Name] Care Record and provide them with information about how to opt out of the record if they wish to do so.

We are working with individuals to understand the kind of questions people may have about the [Name] Care Record. We have also asked them how they think we should promote the [Name] Care Record to other patients.

## Where can I get awareness materials?

All the awareness details we expect you to need are provided in the accompanying communications pack that your organisation received when they signed up.

This includes posters, leaflets and other campaign materials which will help us all to raise awareness of the [Name] Care Record to your patients and service users.

We would recommend that organisations display posters and leaflets in prominent locations in the building and use the FAQs and covering letter to address any specific questions which are included within section two of this toolkit. We would also recommend that you include information provided in this toolkit on your website and newsletters and inform your patients and service users as part of existing forums. Information will also be available on the website: www.[Name]

In order to process the information for the [Name] Care Record it is necessary to be clear and open with patients and service users about how their information will be used. We would recommend organisations update their ‘Fair Processing Notices’ to include the [Name] Care Record

A broader awareness raising campaign will take place as the [Name] Care Record is fully rolled-out in the city.

To request further information or make comments and suggestions please contact the communications team

at [Name]@nhs.net

## What happens if there is a legal challenge?

If an individual makes a complaint about alleged improper use of their [Name] Care Record, this would fall to the alleged GP practice or organisation to resolve directly with complainant.

If a GP practice receives a challenge on the legal basis to sharing, the CCGs would provide support to the GPs.

The Information Sharing Agreement has been ratified by Information Governance experts in [Name] and with support from the Information Commissioners Office (ICO).

## Do I need to request consent from the patient or service user to access their [Name] Care Record?

No. Health and social care providers have determined the appropriate legal justification upon which this information can be shared for the purposes of the [Name] Care Record. However, if the individual is with you it would be good practice to discuss the [Name] Care Record with them and the purposes for which it is used. It is accepted that there will be instances where you are providing care for a patient or service user and need to access their [Name] Care Record when they are not there, for example preparation ahead of a consultation or when discussing a complex patient or service users needs with other care professionals involved in the patient or service users care.

# Section two:

# Information for patients or service users

# Frequently asked questions – Answers for patients and carers

## What is the [Name] Care Record?

At the moment, every health and social care organisation that you use has a different set of patient or service user records for you. These records may duplicate information or one record might hold information about your treatment, care and support that another one doesn’t. To provide the best care to you as a patient or service user it is essential that social care staff have access to the most up-to-date information.

In [Name], we have developed a secure virtual health and social care record called the [Name] Care Record. If you live in [Name] you will have a [Name] Care Record created for you. It will be held on a secure computer system and will include some key health and social care information about you. The information is taken from other health and social care records you may have such as your GP record, hospital records or social care

records.

## What kind of information will be shared?

The [Name] Care Record will hold certain information about each patient or service user so that whenever you are being treated or cared for by the NHS or social care services the people looking after you will have the most up-to-date information. Examples of the information being displayed include:

* **Address and telephone number** – so we have one set of contact details for you.
* **Problem diagnosis list** – to make sure your health or social care professional has a complete record of your care.
* **Medications** – so everyone treating you can see what medicines you’ve been prescribed.
* **Allergies** – to make sure you aren’t prescribed or given any medicines you could have an adverse reaction to.
* **Test results** – to speed up your treatment and care.
* **Referrals, clinic letters and discharge information** – to make sure the people caring for you have all the information they need about other treatment you’re having elsewhere.

## Why do you need to share my information?

The [Name] Care Record will provide health and social care professionals directly involved in your care access to the most up-to-date information about you electronically. Information is already shared by phone and paper records and the new [Name] Care Record will allow this to happen more efficiently. It does this by sharing appropriate information from your medical and care records between health and social care services.

## Can anybody see my records?

No. Your health and social care records will still be confidential. They will only be looked at by people who are directly involved in your care. We won’t share your information with anyone who doesn’t need it to provide treatment, care and support to you. Your details will be kept safe and won’t be made public, passed on to a third party who is not directly involved in your care, or used for advertising.

## How do I know my records are kept secure?

By law, everyone working in, or on behalf of, the NHS and social care must respect your privacy and keep all information about you safe. The [Name] Care Record is held on a secure system. This keeps a record of everyone who has accessed a health and social care record, the time and date when they accessed it and the information they were viewing.

The laws on data protection are clear and we take them very seriously. We regularly check to make sure that only people who need to see your patient or service user record are viewing it.

## Can I opt out of my records being shared?

Yes, you can choose not to have a [Name] Care Record. It is your choice but sharing your medical and social care information through a [Name] Care Record will make it easier to provide the best quality care and support for you.

If all relevant health and social care professionals don’t have access to the most appropriate information it could affect your care. If you have any doubts about your records being shared:

Call:

Email: [Name] @nhs.net

Or you can write to:

**Can I access my [Name] Care Record?**

Patients have the right under the Data Protection Act 1998 to request access to any information that an organisation holds about them. This includes copies of paper, electronic and hybrid patient health and social care records.

www.[Name]th.nhs.uk - under the Freedom of Information heading or by writing to the address above.

## Who runs the [Name] Care Record?

[Insert name of organisation/s] commissions the delivery of the [Name] Care Record. [Insert name of provider organisation] is the current provider.

## Resource: article for GP newsletters

**Launch of [Name] Care Record will improve your care**

The [Name] Care Record is being rolled out across [Name] with the aim of improving care for people who use NHS and social care services.

There are over xxx clinical computer systems in [Name]. They all hold clinical information about patients who have used services provided by their GP, at a local hospital, community healthcare, social services or mental health teams. Each record may hold slightly different information. The [Name] Care Record will bring together certain important information from all of these systems so that medical and care information held about a patient or service user can be centralised into one easy-to-use database.

All of your records will still be strictly confidential. They will only be looked at by health and social care professionals who are directly involved in your care. The [Name] Care Record will support people working in health and social care services to provide you with better and more joined-up care. It will make care safer because everyone involved in treating you will have access to the most up-to-date and accurate information about the medicines you are taking and any allergies that you have for example. It will also help to avoid unnecessary or duplicate tests and procedures, and reduce paperwork for doctors, nurses and other staff, giving them more time to spend on patient care.

[Example quote - source local one]

[Name] is a nurse specialist within the acute medicine early discharge assessment team at the [Name] Teaching Hospitals NHS Trust. She says: “I have been waiting for a system like this to come along for years. It will save so much time and make patient care safer and more cohesive. At present, my team have to access five different databases in order to obtain information so we can get the full picture of our patients.”

You can choose not to have a [Name] Care Record. It is your choice but sharing your medical and social care information through a [Name] Care Record will make it easier to provide the best quality care and support for you. If you have any doubts about your records being shared you can talk to the information governance team at the [Name]

Their telephone number is 0113 20 64102.

For further information visit www.[Name]

## Resource: Information which can be released on request only to patients and service users

Dear [Name],

**Further information about the [Name] Care Record**.

Thank you for your interest in the [Name] Care Record. This is a new approach for the city which brings medical and care records held about you together into one easy-to-access patient record.

We have joined the [Name] Care Record because we believe it will improve the care you receive from the NHS and social care.

The [Name] Care Record will make care safer because everyone involved in treating you will have access to the most up-to-date and accurate information on your care. It will also help to avoid unnecessary or duplicate tests and procedures, and reduce paperwork for doctors, nurses and other staff, giving them more time to spend on patient care.

For example, if you were to need treatment in hospital then the doctors and nurses treating you there would be able to see if you had any other medical conditions, what medicines you are already taking and whether you have any allergies.

The [Name] Care Record has been set up so that eventually all patients in [Name] will automatically be included in the system. It is managed in line with data protection laws and is stored on a fully secure, encrypted computer system.

It is only available to people who are directly involved in your care. In the future, more organisations will join the [Name] Care Record so that information can be shared across a wider range of NHS and social care services.

You can choose not to have a [Name] Care Record. It is your choice but sharing your medical and social care information through a [Name] Care Record will make it easier to provide the best quality care and support for you. If you have any doubts about your records being shared:

Call:

Email: [Name] @nhs.net

Or you can write to:

More information can also be found online at

www.[Name]

Yours sincerely,

[Name]