



My Care Record

Frequently Asked Questions

What is My Care Record?

Health and care organisations in our region are working together to implement an approach called *My Care Record*. *My Care Record* is an approach to improving care by joining up health and care information.

Wherever possible, health and care professionals will be able to access your records from other services when it is needed for your care. For example, a doctor treating you in hospital or a nurse working in the community could view the information they need from your GP record.

What are the benefits of My Care Record?

My Care Record enables health and care professionals to access information about you to improve your care.

This provides:

- **Better co-ordinated and seamless care**
- **Quicker diagnosis and treatment**
- **More time to spend on clinical care**
- **Less paperwork and less repetition**
- **Fewer unnecessary clinical tests**
- **More accurate prescriptions**
- **Better health and care planning**

How does My Care Record work?

My Care Record is an approach to improving care by joining up health and care information. It enables health and care professionals to access the information they need to look after you, even if they work for different organisations or in different locations. This could include GPs, hospital-based clinicians, nurses, health visitors and social workers.

Several different secure computer systems are used across the region. These allow health and care professionals to digitally access your records that are held by other services.

In some areas systems are already in place, in other areas more work is underway to invest in the technology needed. As more care providers use improved systems to view records across services, the benefits will increase.

The approach also provides an agreement between all the health and care organisations involved. This means they commit to sharing information in a secure way to help improve your care.



Who can see my information?

Wherever possible, health and care professionals will be able to access your records from other services when it is needed for your care. This could include GPs, hospital-based clinicians, nurses, health visitors and social workers. This will make it easier and faster for them to make the best decisions. For example, a doctor treating you in hospital or a nurse working in the community could view the information they need from your GP record.

My Care Record is a key part of wider work to provide more joined-up care; connecting people, services and systems. Work has begun; however, the whole process is complex and will take time to complete.

A full list of the health and care organisations involved in *My Care Record* can be found on the *My Care Record* website www.mycarerecord.org.uk.

Certain information – that doesn't identify you – will also be used to help improve services and plan for the future. For example, it will help us plan for the number of doctors, nurses and care workers needed to look after you in the future.

Please see the *My Care Record* website for details of local programmes www.mycarerecord.org.uk.

What information will be made available?

My Care Record includes information from your health and care records. This may include but is not exclusive to:

- Name, address, NHS number and phone number
- Medical conditions
- Treatment provided and contact the individual has had with the organisation
- Care plans
- Emergency department treatment
- Discharge summaries
- Medication reviews
- Medical reports
- Care and support plans
- Care plans reviews - adult social care assessments
- Results of investigations, such as x-rays, scans, and laboratory tests

The information that can be accessed from each service or organisation will depend on the system that is used. Each partner organisation involved is responsible for the information that they share and/or access.



How do I know *My Care Record* is kept secure?

The My Care Record approach is in line with the General Data Protection Regulation (GDPR) which provides the legal basis to share information between health and care services when it is needed to deliver care. All your information will be processed securely.

Your information can only be accessed over a secure healthcare network and by professionals who are involved in your care. An audit trail is maintained to record access to your records.

By law, all people working in health and social care or as part of NHS healthcare teams must respect your privacy and keep all information about you safe. Everyone within the health and care sectors must complete mandatory information governance training.

Can the government or insurance companies view or use *My Care Record*? Will it affect my benefits?

My Care Record will only be used by professionals involved in your care. It will not affect your benefits. Third parties, companies or individuals not directly involved in your care will not be able to view your record.

Can I access my own health and care records?

My Care Record enables health and care professionals to access information about you.

Each organisation who provides care will allow you to see the records they hold about you.

Can I object to my information being accessed through My Care Record?

You can object to your record being shared between services. To do this, speak to the person delivering care to you at each organisation such as your GP, specialist or social worker.

- It is important to understand that not allowing access to your information may affect the quality of the care you receive.
- Only health and social care professionals involved in your care are allowed to access your information. These people are viewing your record to give you the best quality care they can.
- In many situations it is necessary to share information between services to deliver care. However, it may be possible to request that specific or sensitive information is not made available.
- There may also be some situations where information still needs to be made available. For example, if there is a serious concern about an individual's safety.

Please see the *My Care Record* website www.mycarerecord.org.uk for more information.



What do I do if I would like to make a complaint?

Please talk to your GP or other health and care professional who holds your record if you have any concerns about improper use of *My Care Record*.

An audit trail can be produced to investigate this. Inappropriate access of information by staff members is taken very seriously and formal investigations would be carried out.

What is a Summary Care Record?

The Summary Care Record (SCR) is a national NHS programme which allows information about you - such as allergies and medications - to be shared between clinicians to support urgent care across the country. Adding 'additional information' to your Summary Care Record, such as significant medical history, makes it a much more useful source of information for emergency departments and the ambulance service if you need treatment anywhere in the country. Please speak to your GP if you would like to know more.