

Integrated care record frequently asked questions

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](http://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.

