



Frequently Asked Questions for Health and Care Professionals

Frequently asked questions for the public are also available: www.mycarerecord.org.uk/faqs

1. What is *My Care Record*?

My Care Record is an approach to improving care by joining up health and care information.

It will support you to share information with other health and care services in our region - so that wherever possible, you will be able to access up-to-date information about the individuals you are caring for.

2. Where is *My Care Record* currently in place?

My Care Record is currently used in the following Integrated Care Systems in the East of England:

- Hertfordshire and West Essex
- Mid & South Essex
- Suffolk & North East Essex
- Norfolk & Waveney
- Cambridgeshire & Peterborough

Please see the *My Care Record* website www.mycarerecord.org.uk for the full list of partner organisations involved.

3. What is involved?

Under GDPR there is a legal basis to share information between health and care services when it is needed to deliver care. *My Care Record* supports this by providing an agreement between the organisations involved (an Information Sharing Agreement, or ISA). This means they commit to sharing information in a secure way to help improve the care they provide.

My Care Record also provides ongoing communications to meet the UK GDPR requirement to tell the public how and why we will use their information. We are setting the expectation that health and care professionals will access information that is needed for direct care from other services whenever possible.

Several different types of technology make the approach possible. Some of these are already in place, in other areas more work is underway to invest in the technology needed.

This includes



- Shared Care Records/technology such as a Health Information Exchange (HIE) which pull information together into a shared summary that can be viewed by health and care professionals.
- Situations where different services use the same system or technology allows a system to be viewed between organisations.
- Other methods of sharing information such as phone calls, secure email and letter.

4. Why is My Care Record being introduced?

My Care Record will make sharing information within our region easier. This will help to improve the care individuals receive as well as reduce the time spent on administration to co-ordinate care.

More joined-up information within health and social care helps to ensure patient safety and supports more effective decisions about treatment and care. It prevents repetition of investigations and reduces the need for individuals to repeat their information every time they access care.

My Care Record is being implemented across the East of England region. Being part of a simple, consistent approach that works across boundaries will bring significant benefits in terms of joined-up care. As more care providers use improved systems to view records across services, the benefits will increase.

5. What is covered by My Care Record?

My Care Record covers patient/service user record sharing between partner organisations for the purposes of direct care.

Information can only be used to support you to directly provide care to an individual. This includes administrative access for coordinating care. For example, to check if an appointment has taken place or to access test results.

My Care Record is not specific to any type of system or technology. It aims to enable better care by joining-up information wherever possible. Having the approach in place allows different types of technology such as Shared Care Records/Health Information Exchanges (HIE) to benefit the public and health and care professionals.

A list of the partner organisations taking part can be found on the *My Care Record* website www.mycarerecord.org.uk.



6. Do I need to ask for consent to share or access an individual's record?

The *My Care Record* approach is in line with UK 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. When *My Care Record* is in place, there is no need to ask for consent to provide access to or to share an individual's record with another service.

Please note:

- Information can only be used for the purposes of directly providing care to an individual. This includes administrative access for coordinating care. For example, to check if an appointment has taken place or to access test results.
- You should still inform individuals that you are accessing their record whenever possible.
- It is also important to access and use information appropriately – this should fit the reasonable expectations of the individual about what is necessary for their care.
- More information about how an individual can object to share is available below.
- Please ensure that you have received confirmation from your organisation or Data Protection Officer that the approach is live before following these steps.

7. What information will be accessed through *My Care Record*?

My Care Record includes information from each individual's 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 and the means of access. For example, where services are using the



same system the full record may be available. When a tool is used to relay information between systems the information may be restricted to particular data fields.

Each partner organisation participating is responsible for the information they share/access within the shared environment, including personal and special category data incorporated from individual records held by partner organisations.

8. How will information be used for population health and secondary uses?

We are also using the *My Care Record* communications to signpost the public to population health management programmes. Certain information – that doesn't identify the individual – will also be used to help improve services and plan for the future. Please be assured that data from individuals in your care will not be used without agreement from your organisation and that you will receive further information when programmes are introduced.

9. Who has access to health and care records through *My Care Record*?

Information can only be used by health and care professionals for the purposes of directly providing care to an individual. This includes administrative access for coordinating care under the direction of a health and care professional. For example, to check if an appointment has taken place or to access test results.

Please see the *My Care Record* website www.mycarerecord.org.uk for the full list of partner organisations involved.

10. How do you ensure that *My Care Record* is secure?

Information can only be accessed over a secure network. By law, all people working in health and social care or as part of NHS healthcare teams must respect your patients' privacy and keep all information about your patients safe. They must also complete mandatory information governance training.

All systems that come under the framework of *My Care Record* have an audit trail of access to the system.

11. What should I do if an individual has concerns that *My Care Record* has been accessed inappropriately?

Inappropriate access of data will be taken extremely seriously as it constitutes a breach of data protection and information security legislation and regulations. All systems that come under the framework of *My Care Record* have an audit trail of access to the system.



Please speak to your organisation's Data Protection Officer (DPO) for guidance on investigation of the incident in line with the relevant audit policy for your organisation.

12. What do I do if an individual doesn't want their records to be shared?

Individuals can choose to object to their information being shared. Please contact your organisation's Data Protection Officer (DPO) about how to handle objections locally.

Please note:

- It is important to make sure that individuals understand that not providing access to their records may affect the care they receive.
- In many situations, information needs to be shared between services in order to deliver care. However, it may be possible to arrange for specific or sensitive information not to be made available.
- There may also be some situations where information still needs shared. For example, if there is a serious concern about an individual's safety.
- If they do wish to object, individuals should be advised to contact the person providing care to them at each organisation who holds records about their care. Each organisation will have their own process to manage objections.

Separate to this, individuals may also wish to 'opt-out' of their information being used for population health initiatives. They should be directed to the *My Care Record* website www.mycarerecord.org.uk which will be kept updated with details of relevant programmes of work as they go-live.

13. How do children or vulnerable adults object to their information being made available through *My Care Record*?

Where legal authority exists, another individual (for example a parent, carer or guardian) may object to share information on behalf of a child or vulnerable adult and this should be recorded. Please follow your organisation's own process for evaluating a request from an individual on behalf of another person.



14. What do I need to do to allow information to be made available or to view information from other services via *My Care Record*?

This will depend on the system you use as well as the roll-out of technical solutions in your area such as Shared Care Records/Health Information Exchanges. A representative from the *My Care Record* team or your ICB will work with your Practice Manager or IT Systems Manager when any changes take effect.

15. How does *My Care Record* relate to other NHS patient information programmes?

Summary Care Record + additional information

My Care Record is a local approach to provide more joined-up care to people living in the area. This is in addition to the national Summary Care Record + Additional Information which also has valuable benefits to patients. More information can be found here:

<https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr>

Your data matters to the NHS / National data opt-out

There is a national campaign to inform the public about how their data is used for planning and research within the NHS. Individuals can choose to opt-out if they do not wish their confidential patient information to be used in this way. More information is available here: nhs.uk/your-nhs-data-matters.

If you have any further questions or feedback, please speak to your organisation's Data Protection Officer (DPO).