

Public messages

Headline message:

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

What is *My Care Record*? / How does it work?

- *My Care Record* is an approach to improving care by joining up health and care information.
- Wherever possible, the people caring for you will be able to access information from the records held by other services when they need it. This will make it easier for them to work together and make decisions about your care.
- For example, a hospital doctor, community nurse, or social worker involved in your care could view the information they need from your GP record.
- The *My Care Record* approach 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.

Secure sharing of information can happen in several ways, for example:

- Shared Care Records / Health Information Exchanges - secure technologies that connect multiple record systems and allow health and care staff to view a summary of up-to-date information when delivering care.
- Traditional methods of communication between health and care services working together such as secure email, letters, and telephone calls.
- The *My Care Record* approach is in line with 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.

- *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. As more care providers use improved systems to view records across services, the benefits will increase.
- 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.
- 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.
 - 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.

My Care Record provides you with:

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

Origin/additional messages:

- Your GP, hospital, community health, mental health and social care teams may all hold records about your care separately. Often, only health and care professionals within the same organisation can see this information. This means it can be difficult for services to work

together to deliver the best care. When information is made available in a more joined-up way, health and care professionals can provide safer, more effective care for you and your family.

- Health and care organisations in our region are working together to implement a new approach called *My Care Record*. Wherever possible, the people caring for you will be able to access information from the records held by other services when they need it. For example, a hospital doctor, community nurse, or social worker involved in your care could view the information they need from your GP record.
- *My Care Record* will help health and care professionals – like GPs, ambulance staff, nurses, physiotherapists, social workers and hospital specialists – to view your health and care information as one record. Over time, it will mean they will be able to see information, such as test results, to help you when you need it. It will also mean that you do not have to repeat information every time you access a different service.
- *My Care Record* enables frontline staff to access the information they need to look after you, even if they work for different organisations or in different locations. This may include individuals working within hospitals, GP practices, treatment centres, care homes, social care and community teams. An administrator may access your records under the direction of a health and care professional providing care to you. For example, to check details of appointments and co-ordinate your care.