

A graphic with the word 'My' in white script on an orange square, followed by 'diagnosis' in white sans-serif on a purple rectangle, and 'was quicker' in white sans-serif on a green rectangle.

My

diagnosis

was quicker

*Thanks to the information
in my care record*

The 'My Care Record' logo, with 'My' in white script on an orange square, 'Care' in white sans-serif on a purple rectangle, and 'Record' in white sans-serif on a green rectangle.

My Care Record

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 faster, more effective care for you and your family.

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

This provides:

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

Health and care organisations in our region are working together to implement an approach called *My Care Record*.

My Care Record 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. For example, this could include GPs, hospital specialists, nurses, health visitors and social workers. It is being introduced across the East of England.



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

The *My Care Record* approach is in line with UK General Data Protection Regulation (UK GDPR). All your information will be processed securely.

Certain information may 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. The people who work with this information won't see details that identify you like your name.

Can I object?

You can object to your record being shared between services. If you want to object, you should discuss this with the health and care professional looking after you. For example, your GP, social worker, or hospital specialist.

Sharing information is often very important for your care. For example, not sharing may mean that it will take longer to work out the best way to help you and delay treatment. Some services need to share information to provide care to you.

How does *My Care Record* work?

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

Several different secure computer systems are used across the region, including shared care records. These allow health and care professionals to digitally view key parts of the records held by other services. In some areas systems are already in place, in other areas more work is underway.

My Care Record also provides an agreement between all the 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.

Only professionals directly involved in your care are permitted to view your records.