



Frequently asked Questions for Health and Care Professionals

Frequently Asked Questions for the public are also available – please visit www.mycarerecord.org.uk/faqs

1. What is My Care Record?

My Care Record provides a framework to support you to share patient information with other health and care services locally.

It involves implementing a single information sharing agreement (ISA) across all organisations who deliver care within the area. This is supported by a communication programme to make sure patients know how and why we will use their information.

The approach is being adopted in Suffolk (excluding the Waveney area) and north east Essex following its successful implementation across west Essex and Hertfordshire STP. It has been approved by both Suffolk and Essex Local Medical Committees.

2. Why is My Care Record being introduced?

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

It will provide a firm legal basis to share information to support the delivery of direct care without needing to ask for consent on an individual basis. Having *My Care Record* in place will make sure you and your patients can benefit as we invest in more technology to share care records across services.

3. What is covered by the My Care Record framework?

My Care Record provides a framework that covers electronic patient record sharing between partner organisations for the purposes of directly providing care. This includes:

- Technology that relays information between different systems; 'interoperability'. For example, the Health Information Exchange, HIE, which is allowing records to be accessed between GPs and West Suffolk Hospital. Other examples in west Essex and Hertfordshire include systems provided by Graphnet and the Medical Interoperability Gateway (MIG).
- Applications that allow health and care professionals to view information from other systems, for example, SystemOne/EMIS viewers.
- Access to information through shared systems – for example where individuals from different services can access a shared record because they both use SystemOne.
- Sharing within Primary Care Networks (PCNs)

A list of the partner organisations taking part across west Essex, Hertfordshire, Suffolk and north east Essex can be found on the *My Care Record* website www.mycarerecord.org.uk.

4. 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.

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

We are also taking this opportunity to let individuals know that information from their records may be used to help to plan and design better services for the benefit of everyone via 'population health' and 'secondary uses' within NHS organisations. *My Care Record* is signposting to these initiatives which are currently in development within West Suffolk. Please be assured that data from your patients will not be used without agreement from your organisation and that you will receive further information as and when programmes are introduced.

6. Why has the consent model changed for accessing/sharing information from health and care records?

The recently introduced General Data Protection regulations, provide the legal basis to share information for the purposes of direct care without the need for individual consent. All partner organisations are required to sign and adhere to an Information Sharing Agreement and a communication programme is in place to fulfil the requirement to inform the public of how and why their information may be used.

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

My Care Record is currently in place for partner organisations in and around west Essex and Hertfordshire. It is being rolled out across health and care organisations in Suffolk (excluding

Waveney) and north east Essex. Please see the *My Care Record* website www.mycarerecord.org.uk for the full list of partner organisations involved.

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

Health and care professionals are only permitted to access information from any system under the framework of *My Care Record* for the purposes of directly providing care to an individual. They must be working for a partner organisation who has signed up to and meets the requirements of the *My Care Record* Information Sharing Agreement. Please see the *My Care Record* website www.mycarerecord.org.uk for the full list of partner organisations involved.

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

Information can only be accessed over a secure healthcare 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.

10. What should I do if my patient 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 investigate the incident in line with the *My Care Record* Audit Procedure which is available on the *My Care Record* website www.mycarerecord.org.uk/resources.

11. When will I receive access to records from other services?

The initial fair processing communications for *My Care Record* will be twelve weeks in length running until the middle of January 2020. You will receive confirmation closer to the time. After this point organisations will be able to make changes to existing systems which will make more information available through mechanisms that are already in place.

As new technologies are introduced that allow more organisations to work together you will be notified by the CCG or specific project team involved.

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

People have the right to object to making their information available in this way and we must always respect their decision.

Health and care professionals should advise the individual of the implications of denying access to their record for use in direct care. The following key messages can be used:

- You can object to your information being made available through *My Care Record*. It is your choice, but allowing access to your medical and social care information will

make it easier to provide the best quality care and support for you. For example, it would mean if you needed to see a GP out of hours they would not be able to see your record.

- 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.

GPs at practices within Suffolk and north east Essex can use the 'Object to Share' form available on the *My Care Record* website www.mycarerecord.org.uk/resources to record an individual's decision. The website also includes a guide for recording preference on SystemOne and EMIS within GP surgeries.

If the patient objects to the access of records from other partner organisations, they should be advised to contact the organisation who holds the records that they do not want to be shared. Each organisation will have its own 'object to share process'.

Please note that, if an individual has opted out of any other information sharing initiatives, such as Summary Care Record with Additional Information, this may not automatically prevent their record being accessed under the *My Care Record* framework. Depending on the system in use by your organisation this should be looked at on an individual basis.

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 practice's own process for evaluating a request from an individual on behalf of someone else.

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. A representative from the *My Care Record* team or your CCG will work with your Practice Manager or IT Systems Manager when the changes take effect at the end of the twelve-week communication (fair processing) period.

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

Across Suffolk, a project has been underway to gain explicit consent from patients to share their full patient record. This has been really valuable with around sixty-per cent of the population providing their consent. *My Care Record* will remove the need to ask for permission on an individual basis to share records locally so will be more efficient and sustainable going forward.

[My Care Choices Record/Register and My Care Wishes](#)

In addition to *My Care Record*, in Essex a project called 'My Care Choices' and a Suffolk project called 'My Care Wishes' allow patients to capture information about their preferences for planning their care including their end of life care.

[Summary Care Record + additional information](#)

My Care Record is a local programme which is being introduced to provide more joined-up care to people living in the area. **It is still important to gain consent for Summary Care Record + Additional Information** which is a national programme with important benefits to patients.

Around 98% of patients in the UK have a Summary Care Record that is available for health professionals to access across the country. This includes basic information including allergies and medication lists. Consent is required to provide access to additional information such as significant medical history. This is a national process that still requires consent to be asked directly. More information is available 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 contact the *My Care Record* team using the following email address:
wsccg.mycarerecord@nhs.net