



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Sharing your information to improve care

North West London health and care professionals are working together to provide your care. Those involved can see relevant information about you, so you can receive joined up care that goes across multiply organisations. This ensures that when you visit your GP practice, the hospital, or get support in your community or at home, care professionals such as your GP, hospital doctor, district nurse or social worker have the right information about you at the right time.

## How will this be done?

As part of North West London's joined up integrated care programme health and social care organisations are sharing relevant information about your care to provide you with better care.

## What is an integrated care record?

An integrated care record is a way to bring together health and social care information together. Information will be linked to create your Integrated Care Record for patients.

It will be possible for medical care or social care history to be accessible by care professionals who are directly involved in your care. This means that with your consent, staff involved in treating you are able to see what medications your GP has prescribed for you, or whether you have had any recent visits to hospital.

**If you don't want to have an Integrated Health Record created for you, you will need to let your GP know.**

## What information will be shared?

Information shared about you includes:

- Health and wellbeing information relevant to your care.
- NHS number.
- Age.
- Contact details.
- Next of kin.
- Medication and allergies.
- Appointments, treatment and care.
- Social or mental health information relevant to your care.
- Test results such as blood tests, laboratory tests, X-rays.
- GP and hospital records.

## How will I benefit from having an integrated care record and sharing my information?

With an Integrated Care Record GPs, hospitals, doctors, community services, social care and mental health providers will be able to work more closely together.

The professionals treating you will at a glance see the complete picture of your care. This will ensure:

- You only need to tell your history once.
- You avoid unnecessary appointments and tests.
- You can be more involved in decisions about your care.

## Will highly personal data be collected?

We will not collect any information that is legally defined as “sensitive”. This includes information on abortion, rape, gender reassignment and incest.

**If you are worried about information you don't want shared, speak to your GP.**

## Who will see information about me?

- Health and social care professionals such as GPs, hospital doctors, nurses and social workers directly involved in your care.
- Support staff organising your appointments or your treatment.
- With your permission, health and social care teams discussing your diagnosis, treatment and care at case conferences.

## Will my Integrated Care Record be shared with my employer?

No. Your Integrated Care Record will only be shared with those involved in your care.

The Data Protection Act says all organisations have to ensure they do not release information that could cause serious harm or distress to an individual. All care organisations involved in joined up care in North West London has to ensure it has checked all information before it is released to comply with the law.

## How can you guarantee that my data will not fall in to the wrong hands?

We have a number of key safeguards in place to stop your information being accessed illegally.

- Access to your Integrated Care Record is strictly controlled by “Role Based Access”. This means that only health and care professional that are involved in your care will have access to your records, with your consent. The information they will be able to see will be limited to what they require to do their jobs. For instance, a social carer will not be able to read your medical notes as there is no need for them to do so to provide your care.
- Our data warehouse, where your information will be stored, passes all the latest national security standard guidance. The system also has built-in auditing features that keep a log of access to your data, so care organisations can make sure that no one has accessed your records inappropriately.

You are in full of control of who can access your Integrated Care Record. You can choose who sees and doesn't see your information.

## Can I stop certain people looking at my Integrated Care Record?

Yes, if you don't want specific services or individuals to be able to see your integrated care record, you can simply deny them permission to view it when they are providing your care.

Care professionals will be trained to ask for your consent before viewing your Integrated Care Record so you will have the opportunity to decide if you agree or not.

## Will private companies who provide social care have access to my data?

You can choose whether elements of your Integrated Care Record are shared with private companies or agencies contracted to provide you care.

The type of information the company and their staff would be able to see will be limited to what they need to supply your care service.

**Your information will not be shared or sold for commercial purposes.**

## How is my information protected?

Your information is protected under the Data Protection Act 1998, which means your personal information will be used to support your care. It will not be shared with, or sold to, anyone else.

## How does this compare with Care.Data?

Care.data is a national programme and is separate from North West London's Integrate Care Records programme. The information being shared in North West London as a part of joined up integrated care and the Integrated Care Record is specifically for local use and will not be used as a part of the national programme.

## Other NHS initiatives you may have heard about

The Summary Care Record is an electronic record containing information about patients including allergies, medications and adverse reactions. It is pulled from GP systems which can be viewed by health professionals involved in a patient's care.

The Summary Care Record is a national programme for all patients who are registered with a GP.

You can opt out of this programme at any time, and like the Integrated Care Record, you will be asked for your consent each time your care professional wants to access this

information. Access to your Summary Care Record information is only on a need-to-know basis. Having information stored in one place makes it easier for healthcare staff to treat patients in an emergency, or when their GP practice is closed.

## **When and how do I give my consent**

Consent is given at the point of care. Care professionals in teams which include colleagues from different care professions such as senior nurses, consultant physicians, geriatricians, paediatricians and psychiatrists to work alongside community nurses, therapists, pharmacists, psychologists, social workers, and other staff. will not be able to access your records until your direct consent has been given unless in an emergency.

## **Will I have access to my Integrated Care Record?**

We are committed to making it simple for patients to view their own Integrated Care Record and we are working with our partners across North West London to develop a website that will enable you to log on and read the information. This work is take place during 2016.

## **How will you support people with learning disabilities to make an informed choice about sharing their information?**

Care providers assisting people with learning difficulties will already have organisational policies and procedures in place to ensure that any consent is legitimately obtained, and that the patient's records are accessed lawfully under the Data Protection Act 1998.

The usual requirements for taking decisions on behalf of someone who lacks capacity will apply.

## **Am I required to have an integrated Care Record and share my information?**

You are in control. You can choose to 'opt out' by that we mean that can choose not to have an Integrated Care Record and share your information

If you are generally happy to share your information, you will consent to the following:

- Information about you is shared with health and care professionals providing care to you.
- Information (without your personal details) is shared anonymously with health and social care organisations to plan local services and improve care for everyone.
- Health and social care professionals can only see information about you to provide direct care to you.

- Information about you will NOT be sold to private companies.
- Health and care professionals must keep your records secure.

**You can change your mind or 'opt-out' at any time to stop others seeing your information. If you want to do this, please tell your health or care organisation providing care to you.**

## Things to consider

Our ambition is to give patients the ability to share and control access to their records. In sharing your information there are some things that you should consider:

- You do not have to share all of your records; you can restrict what is seen and who sees it.
- If you have given access to your records to friends or family, you still have the option to restrict what they see.
- If you spot an error in your records, please contact your care provider as soon as possible

## Supporting and improving care

Some information without your personal details may be shared securely with health and social care organisations to plan and improve local services for the people of North West London. This anonymous information helps to plan and provide care. It also helps us to monitor the quality of services provided.

## Want to find out more?

If you want more information please:

- Talk to your health or care professional providing care to you.
- visit: [www.integration.healthiernorthwestlondon.nhs.uk](http://www.integration.healthiernorthwestlondon.nhs.uk)