



Frequently Asked Questions

What are the benefits of My Care Record?

My Care Record enables health and care professionals directly involved in your care to access information about you.

This provides:

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

How does My Care Record work?

My Care Record enables health and care professionals who are directly involved in your care to access the information they need to look after you, even if they work for different organisations or in different locations. This could include

GPs, hospital-based clinicians, nurses, health visitors and social workers.

It provides an agreement between all health and care organisations involved to ensure that your information is safe and only used to improve the care you receive.

Secure computer systems allow health and care professionals to access records held by other services involved in your care when they are directly providing care to you.

In some cases, information is relayed so that the person providing care to you can view information from your record at a different organisation on their own system. For example, a doctor within an emergency department could see the relevant information about any medical conditions you may have from your GP record to treat you more quickly.

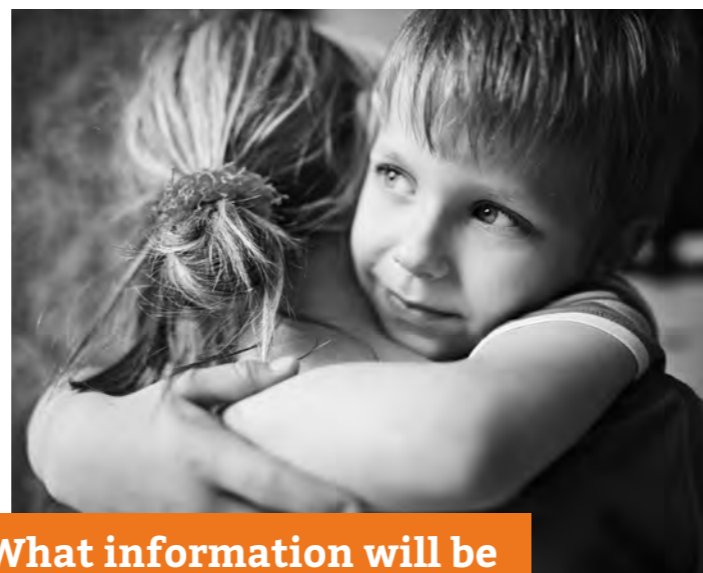
In other cases, different health and care services use the same computer system and therefore professionals can directly access your record.

Who can see my information?

Information about you will only be accessed by health or care professionals who are directly involved in your care. This could include GPs, hospital-based clinicians, nurses, health visitors and social workers. Health and care professionals may access your records from different services to improve the care you receive as a whole. A full list of the health and care organisations involved in *My Care Record* can be found on the *My Care Record* website www.mycarerecord.org.uk.

My Care Record is a key part of wider work to provide more joined-up care across the region, connecting people, services and systems. As more care providers develop the technologies to view records across services, the benefits of *My Care Record* will increase.

In some areas, information from care records may also be used to help to plan how we deliver better services for you and the local population as a whole. In these cases, your name or any other recognisable information about you are not used so no-one working with the information would be able to identify you.



What information will be made available?

My Care Record includes information from your 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. Each partner organisation involved is responsible for the information that they share and/or access.

How do I know My Care Record is kept secure?

Your information can only be accessed over a secure healthcare network and by professionals who are involved in your care. An audit trail is maintained to record access to your records.

By law, all people working in health and social care or as part of NHS healthcare teams must respect your privacy and keep all information about you safe. Everyone within the health and care sectors must complete mandatory information governance training.

Can the government or insurance companies view or use My Care Record? Will it affect my benefits?

My Care Record will only be used by professionals involved in your care. It will not affect your benefits. Third parties, private companies or individuals not directly involved in your care will not be able to view your record.

Can I access my own health and care records?

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

Each organisation who provides care to you will be able to share the records they hold about you with you.

More information about accessing your own records can be found here:

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-access-your-health-records/>



Can I object to my information being accessed through My Care Record?

You can choose to object to sharing information. 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 that if you needed to see a GP out of hours they would not be able to see your record.

If you do still want to object, please contact the organisation which holds the records which you do not want to be shared. Each organisation will have its own 'object to share process'. If you have any doubts about your records being shared, please speak to health and care professionals within the organisation who holds the records in the first instance to obtain further details.

Please see the *My Care Record* website www.mycarerecord.org.uk for more information.

What do I do if I would like to make a complaint?

Please talk to your GP or other health and care professional who holds your record if you have any concerns about improper use of *My Care Record*.

An audit trail can be produced to investigate this. Inappropriate access of information by staff members is taken very seriously and formal investigations would be carried out.

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

My Care Record enables more joined-up care to people living in the area. It builds on and now incorporates previous local communication programmes which covered information sharing within the area. For example, around sixty percent of individuals within Suffolk had already consented to share their full patient record across services locally.

My Care Choices and My Care Wishes

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.

Please speak to your GP to find out about programmes in your area for planning your long-term care preferences.

Summary Care Records

The Summary Care Record (SCR) is a national NHS programme which allows information about you – such as allergies and medications - to be shared between clinicians to support urgent care across the country. You may be asked by your GP for permission to add 'additional information' to your Summary Care Record. This includes more information such as any significant medical history. It makes the Summary Care Record a much more useful source of information for emergency departments and the ambulance service if they need to treat you in an emergency wherever you are in the country. Please speak to your GP if you would like to know more.

