

Local Care Record

Frequently Asked Questions

1. What is my Local Care Record?

Your local health and social care organisations have a duty to keep complete, accurate and up-to-date information about your care, so that you can receive the best possible support. When appropriate they also share information with other professionals that are supporting you, this could include GPs, hospital-based specialists, social workers, nurses, psychologists and health visitors.

To support this a new process has been put in place in Southwark, Lambeth and Bromley which electronically joins up your care records, at the point of care, from your local hospital, GP practices and community services. This is called the **Local Care Record**.

2. How are my records shared?

Previously patient information and care records will have been shared via traditional methods such as secure post, fax or email, which can be slow and, at times, unreliable. In future professionals will view your Local Care Record automatically through the computer systems they have access to already, allowing better decision making and care to be provided.

Information is only shared when needed to ensure your care and treatment is safer, easier and faster. Information is only accessed by those people directly involved in your care for example by a hospital doctor or your GP, who would be able to see prescribed medications or treatment you are receiving.

3. What kind of information will be shared?

Your Local Care Record will contain up-to-date and relevant care information about you, at the time you are speaking to the care professional.

Examples of information that is shared include:

- Your name, address and NHS number to help identify you correctly
- Details of people involved in your care, appointments and visits
- Medicines you have been prescribed and details of medication reactions and allergies
- Test results, referrals, clinic letters, discharge information to ensure people caring for you have all the information to treat you.

Certain sensitive information is never shared, for example sexual health information.

4. Why is it better if my information is shared?

To provide the best treatment and support care professionals need access to the most up-to-date information about you in one place. This information can be from a range of services including hospitals, community services and your GP practice. Sharing information between these services will allow those that are caring for you, especially when more than one professional is involved, to make better joined up decisions and work with you more effectively.

Above all professionals involved in your care will have access to the same information which will mean less repetition, as well as faster and safer care and treatment.

For example, if you go into hospital in an emergency, the person treating you will know what medication your GP has prescribed for you. It also means that when you visit your GP, they will be able to see what treatments or tests you have received in hospital.

5. Who can view my record?

Only professionals who are directly supporting your care will have access to your care record and wherever possible they will inform you that they are accessing your care record. This may not be possible every time, for example in an emergency, however each time a person accessing your information there is a clear record or audit of it. You are able to ask for further information from your care professional or to opt-out of sharing your information at any time.

6. Who runs the system?

The Local Care Record system is hosted by Guy's and St Thomas' NHS Foundation Trust on behalf of the other NHS and social care organisations in Southwark, Lambeth and Bromley. It is overseen by senior managers and clinicians across all partner organisations.

7. Which organisations are involved?

The following organisations are participating in the Local Care Record:

- Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust (including the Princess Royal University Hospital) and South London and Maudsley NHS Foundation Trust
- Bromley, Lambeth and Southwark GP Practices
- The London Boroughs of Bromley, Lambeth and Southwark (Social Care)

The programme is supported by:

- NHS Southwark, Lambeth and Bromley Clinical Commissioning Groups
- The London Boroughs of Bromley, Southwark and Lambeth (Social Care)
- Guy's & St Thomas' Charity
- King's Health Partners Academic Health Sciences Centre

8. Can I choose who can see my care record or which parts of my record can be shared?

There are rules in place to make sure that only those directly involved in your care will view your Local Care Record and on a need to know basis. Also certain sensitive information is never shared, for example sexual health information.

Where possible a care professional will inform you that they are accessing your Local Care Record, to ensure you are fully aware and given the opportunity to find out more information or to opt-out of sharing your information if you wish. You can also opt-out at any time by speaking to your GP or care professional.

9. Who can amend or add information to my care record?

Your care information will always be updated locally by the services and professionals that are supporting you and these updates will be present in your local care record the next time it is viewed.

10. How do I know my records are kept secure?

Your information can only be accessed over a secure network and by those that are providing you with support.

By law, people working in or on behalf of the NHS or social care departments or as part of NHS healthcare teams must respect your privacy and keep all information about you safe.

11. How will I know my care record is being accessed?

Whenever possible, professionals will inform you that they are accessing your shared care record. This may not be possible every time, for example in an emergency. However, each time a person accesses your information there is a clear record of it and information on this can be provided to you by your GP.

Only staff members who are directly supporting your care will have access to your care record.

12. Can I opt out of my records being shared?

Yes, you can choose not to share your information when you register with your GP practice or at any time when speaking to those involved in your care or those who want to view your Local Care Record. To find out more information or if you wish for your information not to be shared, please talk to your GP, care professional, call 020 7188 8801 or email gst-tr.GSTPALS@nhs.net

13. Can I access my own record electronically?

Under the Data Protection Act 1998 you can request access to any information that an organisation holds about you, including electronic and paper records. You may also be able to access your own records electronically. If you wish to do this please contact the relevant organisation for example: your registered GP practice or the hospital which the request relates to.

14.I have heard of another scheme called care.data, how does the Local Care Record differ?

Care.data is a national NHS service which collects non-identifiable patient information from GP practices to help in planning services and research. The Local Care Record is not linked to care.data in any way.

If you already opted-out of care.data you will still need to let us know if you want to opt out of the Local Care Record.

15.I have heard of the Summary Care Record (SCR), how does Local Care Record differ?

The Local Care Record provides a more detailed view of your health, care and treatment records from your local health and social care organisations in Bromley, Southwark and Lambeth.

The Summary Care Record is used nationally and contains important information from the record held by your GP practice. It includes details of any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. The Summary Care Record also includes your name, address, date of birth and your unique NHS number to help identify you correctly.

If you already opted-out of the Summary Care Record you will still need to let us know if you want to opt out of the Local Care Record.

16.What is included from social care in the Local Care Record?

GPs, nurses and social workers work closely together to ensure local people get the best possible care and support. Although the Local Care Record will not contain all of your social care information it is likely to contain some that is relevant to your care, treatment or support. This may include information about a hospital stay, hospital discharge or support you are receiving in the community.

Our ambition in the future is to include more social care information to further support and completely join-up your care. We will provide you with more information about this in the future.

17.Will social services assess my benefits from using the Local Care Record?

No, the Local Care Record is only ever used for direct patient care and support by professionals involved in your care.

18.Can the Government view or use my record?

No, the Local Care Record is only ever used for direct patient care and support by professionals involved in your care.

19.If I receive treatment or care outside of Bromley, Southwark and Lambeth will this update the Local Care Record?

The Local Care Record allows professionals involved in your care to view your care record and improve the services they provide. The system is growing and over time will include your care records held in organisations from surrounding boroughs. In the meantime organisations and professionals will still continue to share information in other ways, which may take a little more time.

20.When will my information start to be shared?

The system is now live, if you require further information or would like to discuss the Local Care Record please talk to your GP or care professional in the first instance.

21.Will you be sharing my information with or selling it to research or insurance companies?

No, your personal information will never be shared with or sold to external or private organisations including research or insurance companies.

22.What do I do if I would like to make a complaint about improper use of the Local Care Record?

Please talk to your GP, care professional or call 020 7188 8801.