



Northern, Eastern and Western Devon  
Clinical Commissioning Group

## Local shared care records – frequently asked questions

### What is it all about?

Health services in the NHS NEW Devon CCG area are introducing a new, linked, electronic medical records system, which allows healthcare professionals to have the ability to share specific information from your medical records with other health services that provide you with care. This information is limited and is called a 'Shared Record'.

### What will it mean to me?

If you give permission, the healthcare professionals you visit can view your Shared Record or an appropriate section of it via computer or mobile device. The information will be viewed securely, via the NHS's own protected network and not via the internet.

**This is your record and your choice, you can decline to share your record however, this may mean that decisions about your care may be made without the full picture**

### How do I give my permission?

How permission is gained will depend on which patient record system your GP Practice uses. For some GP areas, the systems automatically opt-in patients whilst others may ask your permission to do this when you next visit the Practice. For more information, please contact your GP Practice and one of their staff will be able to confirm what you need to do.

### How do I find out more?

The leaflet '**Making your health record work better for you**' provides the most important information about Shared Records. You can get a copy from your GP Surgery or From [NEW Devon CCG's website](#).

Additionally, the following frequently asked questions may help you in understanding more about this new system. The questions have been designed to provide general information about your medical records, as well as specific detail relating to the new Local Shared Record. Should you have any queries in relation to medical records in general, please email NHS NEW Devon CCG [D-CCG.informationgovernance@nhs.net](mailto:D-CCG.informationgovernance@nhs.net) or contact the Patient Advice & Complaints Team on:

Tel: 01392 267 665

Tel: 0300 123 1672

Email: [pals.devon@nhs.net](mailto:pals.devon@nhs.net).

## **What is a Shared Record?**

Each time you visit or contact a health professional, they will add details of the care provided to their own specific record system. Local Shared Records will allow relevant information from these records, such as medications, allergies, test results and treatment, to be viewed collectively as one chronological record.

## **Why is the Local Shared Record being implemented?**

We, NEW Devon CCG and healthcare providers, want to make sure that information about your health can safely follow you wherever care and treatment are received. This is to ensure that the professionals who treat you have all the information they need to know in order to provide the most appropriate care.

Healthcare staff already share important information on their patients' health when providing care to the same patient. In the past, this could have been via paper records, and could only be shared by hand, post, email, fax or phone. With new technology, there is an opportunity to provide staff with the information they need to support you, when they need to access it.

GPs within the NHS NEW Devon CCG area are introducing Shared Records to ensure that healthcare professionals treating you have quick access to the most up-to-date and accurate information about your overall health, medications and current treatments, but in a more secure and effective way. This will allow healthcare staff to give you better advice and provide safer and more effective care. NHS New Devon CCG covers, the Northern, Eastern and Western parts of Devon. If you scroll down the home page on [our website](#), there is a map showing the area. South Devon and Torbay is covered by a South Devon and Torbay CCG and is not currently included in this project.

It is hoped that introducing a local shared care record will reduce the risk of mistakes being made due to a lack of up to date information as well as reducing the need for you to give different health services the same information again and again.

## **Is this part of the national Summary Care Record (SCR)?**

No. This is a local Shared Care Record, not linked to a national system. If you would like more information about the SCR please contact your own GP Practice, where staff will be able to help you with any queries.

## **Medical records – Frequently Asked Questions**

### **Will Shared Care Records now mean that I only have one medical record?**

No, each health provider will continue to add clinical information to their own record of your care. Shared Records allow relevant information to be viewed collectively from these records. For details on what information will be included, please see the Content Section below.

### **Can I refuse to share my record?**

Yes. If you do not want to share your record, please contact your GP Surgery who can update your record with your decision.

### **What if I change my mind?**

If you change your mind about allowing your record to be shared, you must tell your practice who will record your decision. It is important to note that any records viewed prior to this decision will remain on record.

### **How will my records be protected?**

The use of information is strictly controlled and used by healthcare providers in accordance with the Data Protection Act 1998, the Human Rights Act 1998, the Common Law Duty of Confidence, the NHS Confidentiality Code of Practice, the NHS Records Management Code of Practice and the NHS Information Security Code of Practice. Electronic data is transferred either via internal secure networks or by dedicated encrypted file transfer methods.

### **Is the Shared Record for all records, including children's?**

Yes, this is to ensure that information about care is available for all patients.

### **Under what circumstances can my record be shared with appropriate agencies without my permission?**

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional.

Occasions when we must pass on information include but are not limited to:

- where a formal court order has been issued; and
- where the safety of yourself or others requires us to

Our guiding principle is that we hold and use your records in strict confidence.

### **Is this system in operation elsewhere in England?**

The Shared Care Record system has been recently developed and is in various stages of implementation across England it currently serves a patient base of 14 million.

## **Content of shared care records – Frequently Asked Questions**

### **What information will you keep in my Shared Records?**

The following data items will be included in the Shared Record under the two following categories:

1. Name / Title
2. DoB
3. Gender
4. Address / Postcode
5. NHS No
6. Usual GP
7. Registered GP
8. Practice Name
9. Appointment date / time
10. Referral clinician name
11. Problems/Diagnosis
12. Medication & Medication Issues
13. Risk & Warnings (Allergy & Contraindications)
14. Procedures (Operations, Vaccination/Immunisations)
15. Investigations
16. Examinations (Blood pressures)
17. Encounters
18. Referrals & Admissions

### **I don't want some sensitive information about my health to be shared, can I limit this?**

If you are concerned about sharing sensitive information, please contact your GP Surgery or the healthcare professional treating you.

### **How do you know the information in my Shared Records is correct?**

Utmost Care is taken at source by the Healthcare provider to ensure records are correct. This may include quality checking and relevant training is provided annually by the Health and Social Care Information Centre. If you notice that your information is inaccurate please contact the relevant healthcare provider, so that they can amend their record. Amendments will feed through to the Shared Record

## **Access to shared records – Frequently Asked Questions**

### **Which Healthcare Providers can access my Shared Record?**

Shared Records are being introduced by GP's in the NHS NEW Devon CCG area.

This will include out of hour's health services, hospital wards and A&E departments within Devon, community health services such as district nurses, podiatrists and occupational therapists and county wide health services such as the South West Ambulance Service.

Access will only be granted to Healthcare professionals on a need to know basis with your consent.

Your GP will determine which services can access your Shared Record. At the start of your treatment, you will be asked directly for your permission to view your Shared Record. Your Shared Record will only be accessed while you are being treated.

Access to the Care Record is restricted and role based for example, a Receptionist, will only be able to see key demographic information such as name, address and appointments. A GP would see information relevant to the care they are providing. Other clinicians would be able to see everything in care settings they are allowed to access, unless they had been specifically made private.

All NHS Staff (Clinical and Administrative) are required to complete appropriate Information Governance training which is renewed on an annual basis.

### **Will dentists & opticians working in the community be able to see my records?**

No.

### **Can my Shared Record be accessed without my permission?**

Not routinely. The healthcare professional has to complete a 'permission to view' screen on the computer to confirm that you have given permission before gaining access to your record. If you say 'no', your response will be entered onto the system and access to your Shared Record will be denied.

The NHS has a legal duty to disclose information without consent in the prevention of terrorism, road traffic incidents or with a Court Order. This legal duty extends to other Acts, i.e. Crime and Disorder and the Children's Act, but we will always consider obtaining consent.

In addition, your record may be accessed in a medical emergency. If someone is unconscious or too unwell to give their permission the system will allow a healthcare professional to view the patient's Shared Record without permission.

All access attempts to your record are recorded and fully auditable.

### **Will I be able to access my own Shared Record?**

Yes, if you want to see your full, detailed records, you will need to follow the procedures laid out by the Data Protection Act 1998 called making a “Subject Access Request” - i.e. make an application in writing. You may have to pay a small charge. Please ask your own GP about access to your detailed medical records.

### **If I give permission to view my Shared Record, how long does this permission last?**

At the start of your treatment, you will be asked directly for your permission to view your Shared Record. Your Shared Record will only be accessed while you are being treated. This permission will last throughout your treatment.

## **Security of shared records - Frequently Asked Questions**

### **Where is the information stored?**

Data is not stored, it is accessed securely via N3 connection direct to the GP Practices, GP Practices are governed by strict guidelines in relation to how patient information is stored. For further details about specific storage, please contact the relevant Healthcare Provider.

### **Could my records be accidentally deleted or lost?**

No, the Shared Record is read only. There is no danger of accidental deletion or amendment.

### **Who audits the system to see if there have been unauthorised access and how do they know if there has been?**

An electronic record is kept of everyone who accesses Shared Records. An alert will be sent to a nominated member of staff (known as a Privacy Officer) within the GP practices where the data is held. Where access occurs in an unexpected setting, for example, if a healthcare professional who doesn't usually treat you accesses your information the Practice will investigate the issue and inform you under the Duty of Candor. If it is identified that the access was unjustified the individual will be subject to disciplinary action.

## **Further Information**

Please visit the NHS website at [www.nhs.uk/NHSEngland/thenhs/records/healthrecords/](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/) for more information on how your medical records should be managed.