

What happens next?

The change will take place automatically when we switch on the Shared Care Record in the next few months.

If you don't like the idea

You have a right to object at any time – it's your decision.

Please think carefully before doing this. Objecting will mean the services giving you care will be unable to view your records from other services.

That could mean information that could be vital when you need health or social care support – for instance, during a visit to a hospital Emergency Department – might not be immediately to hand as a result.

Please note, the Shared Care Record is different to anything you might have said no to before. So, if you don't want your records to be available to view through the Shared Care Record, you'll need to object.

If you do want to object, you can let us know through our website at the address below. If you need help, please email collaborative.care.record@nhs.net or call 0345 6461163.

Want to know more?

For more information about the Shared Care Record and what it means for you, please visit: herefordshireandworcestershireccg.nhs.uk/our-work/digital/shared-care-record

If you would like this information in an alternative format (for instance, braille, audio, easy read or your spoken language) please contact a member of our team at collaborative.care.record@nhs.net.

Professionals and their support colleagues with the authority to look at health and social care records work under strict codes of conduct, meaning they must respect your privacy and keep your information safe. Failure to do so is a serious offence. All your information available through the Shared Care Record is subject to UK data protection legislation (DPA 2018 and superseding legislation).



Herefordshire & Worcestershire Shared Care Record

A confidential health and care record for people
living in Herefordshire and Worcestershire

What is the Herefordshire & Worcestershire Shared Care Record?

The Shared Care Record is a way of bringing together all your separate records from the different organisations involved in your health and social care. It's confidential and different to anything you might have heard of before. It will let health and social care professionals see relevant information about the care and treatment you've had across all services.

We know you only want to tell your story and share information once when receiving care from any health or social care organisation across Herefordshire and Worcestershire. That's why we've developed the Shared Care Record.

Who does this affect?

Anyone aged 18 or over and registered with a GP practice in Herefordshire and Worcestershire, Birmingham and Solihull and Coventry and Warwickshire will be included. If you're registered with a practice outside this area, you'll need to contact your GP to see if you're included in a different programme.

Who'll get to see your information - and why?

Health and social care professionals will be able to see your records through the Herefordshire and Worcestershire Shared Care Record. Having a more joined-up view of your information will help them give you better, safer care. Some of their administrative and secretarial staff might also be able to see information so they can support the professionals. An example would be to send you an appointment letter. All staff must follow the law on keeping your information confidential. Each time they look at your records this will be recorded to make sure they're only looking at the right information, for the right reasons.

Which organisations are involved?

The organisations currently taking part in the programme are:

- GP practices across both counties
- Taurus Healthcare
- StayWell Healthcare
- H&W Health and Care NHS Trust
- Wye Valley NHS Trust
- Worcestershire County Council
- Herefordshire Council
- Worcestershire Acute Hospitals NHS Trust
- West Midlands Ambulance Service
- St Richard's Hospice
- Primrose Hospice
- St Michael's Hospice
- Wyre Forest, KEMP Hospice

Health and social care organisations in the neighbouring areas of Coventry and Warwickshire and Birmingham and Solihull will also be able to view your information if necessary for care you receive there.

What will they be able to see?

The first phase of the Shared Care Record will allow health and social care professionals to see appropriate details contained in:

- your GP practice medical record
- information from secondary care, including hospitals
- mental health and community services
- maternity records.

Being able to see this information will help them give you the best care as quickly as possible without having to make phone calls or wait for other organisations to forward details.

We'll bring together information from GPs and allow it to be seen by health professionals in hospitals, including Emergency Departments. We'll also add information from community and social care, ambulance and NHS 111 services.

We'll carry on developing the Shared Care Record, allowing professionals across more health and social care settings to see information to support your care. We'll also help services understand and find the best ways to meet people's care needs.

There are strict rules around how we use your information. We'll make sure it's managed and viewed appropriately and in line with all legal requirements, including UK data protection legislation (DPA 2018 and superseding legislation). Official inspections, or audits, will check this is the case.

Why this matters:

Health and care professionals will be able to see appropriate information from your records.

This will mean:

- not having to repeat your details every time you need care
- better and, potentially, faster treatment as the professionals caring for you will be able to quickly see your records
- not having to explain your social care support to health professionals
- clinicians being able to see what medications you're taking, what you've taken in the past, and if you have any allergies – making your treatment safer.

It will also make treatment more effective for anyone needing care for COVID-19, thanks to the fast availability of information about any pre-existing conditions they might have and their medications.