

Your electronic records and how they help us provide you with better care

You may have received a letter from us recently telling you about something called the Summary Care Record. This is an extract of your GP record which can be used (with your permission) by doctors, nurses and other clinical staff dealing with your treatment in an emergency. This guide tells you more about the Summary Care Record, how it relates to the Hampshire Health Record and why it is important for us to keep electronic records about you as a patient.

What records do we keep in Hampshire?

Most practices are using the Hampshire Health Record (HHR) which is an electronic (not paper) record that contains information from your GP and Hospital records. With your consent, clinical staff use this when needed:

- It gives the people taking care of you the right information at the right time.
- Health professionals can make informed decisions about your treatment much faster and your care can be better coordinated.
- It reduces the time wasted waiting for information, meaning you can be treated sooner.

We always ensure any information stored about you in the HHR is protected and seen only by the right people and for the right reasons. We will protect your rights to privacy and confidentiality at all times.

Who uses the Hampshire Health Record?

The Hampshire Health Record has benefits for nearly all clinicians within the local NHS and is used by care professionals from hospital doctors to pharmacists and community nurses, as well as your GP. It gives clinicians a much wider view of information than they might otherwise have to hand, helping them, and you, to coordinate your care better and make informed decisions about your treatment.

So, what is the Summary Care Record?

The Summary Care Record (SCR) is a national scheme, and is used to support your emergency care. It will contain important information about medicines you are taking, any bad reactions to taking them or allergies you have.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed. Your Summary Care Record will also include your name, address, date of birth and your unique NHS Number to help identify you correctly.

Am I obliged to have a Summary Care Record?

No. You can opt out by completing and returning the relevant form provided with your letter about the SCR. This form is also available from www.nhscarerecords.nhs.uk. You can also write to your GP directly. If you opt out, you can change your mind at any time.



**Hampshire
Health Record
Summary Care
Record**



NHS Fareham and Gosport and South East Hampshire Clinical Commissioning Groups working together - October 2013

Isn't this information already available on the Hampshire Health Record (HHR)?

Yes. In fact, the HHR has more information than the SCR but it is only available within Hampshire.

Will all NHS staff have access to a patient's SCR?

No. Only staff holding authorised 'smartcards' can view the SCR and those issued with a smartcard can only view information that's appropriate for them in their work. Where can I get more information on the SCR? More information, including in other languages, is available on the SCR website – www.nhscarerecords.nhs.uk. People can also call the helpdesk on 0300 123 3020. Braille, easy-to-read and audio information is also available.

What other information do we keep about you electronically?

Information about you and the care you receive is shared, securely, by healthcare staff to support your treatment and care. It is important that we, the NHS, can use this information to plan and improve services for all patients. It helps us to compare the care you received in one area against the care you received in another, so we can see what has worked best. Information (which does not reveal your identity) can then be used by others, such as researchers and those planning health services, to make sure we provide the best care possible for everyone. You may have heard this system referred to as care.data

We only use the minimum amount of information necessary to help us improve patient care and the services we provide. We ensure that the way we use information complies with the law, national guidance and best practice.

What choices do I have?

In general: If you are happy for your information to be shared you do not need to do anything. There is no form to fill in and nothing to sign and you can change your mind at any time. If you have concerns or are not happy for your information to be shared, speak to your GP practice.

Hampshire Health Record: If you do not want to have your information shared (called 'Opting Out'), you only need to complete a short form and send it to your GP's surgery or directly to the Hampshire Health Record Operational Team. The form can be found at this website: www.hantshealthrecord.nhs.uk

Summary Care Record: If you are happy for us to make a Summary Care Record for you, you do not need to do anything, we will automatically make one for you. If you do not want us to make a Summary Care Record for you, please fill in an opt-out form and return it to your GP practice. Opt-out forms are available at www.nhscarerecords.nhs.uk/options or your GP practice, or you can ask us to send you one by phoning the Summary Care Record Information Line on **0300 123 3020**

care.data: If you do not want information that identifies you to be shared through the care.data system for planning health services and research, please talk to your GP practice. For more information: www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.aspx

Remember, opting out of one system does not mean that you automatically opt out of them all.



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