



# **We're joining up your health and care information to improve the local services you receive**

## **What does this mean for you?**

Health and care professionals involved in your care will be able to see your information and make quicker and safer decisions about your care

## **As local residents, we travel around London for our care**

We all use a wide range of health and care services in our lives, whether it's a visit to see our GP, a hospital appointment or receiving a visit from a social worker. We don't receive all of our care in one place or from a single organisation. We may see our GP locally, but go to a hospital in another borough. If we need emergency care, we may be taken to the most appropriate accident and emergency unit, which may be some distance from where we live.

When this happens, each organisation keeps a record of the care we receive; in the past, these records were on paper, but now this is usually an electronic record held separately by each organisation.

We have joined up these electronic health and care records of all adults and children across London so that those caring for us can understand all our needs and make the best decisions about our care with us, and for us.

Health and care professionals have shared information on paper for many years – the change to digital technology will reduce risk to you and save money for the NHS.

**This leaflet describes what this means for you as a local resident. It explains:**

- The benefits of a joined-up record
- What information will be in the joined-up record
- Who will be able to see the joined-up record
- How your information will be kept safe
- Your choice to opt out of the joined-up record
- How to opt out

# What are the benefits of joined-up records?

Joined-up health records mean that health and care professionals are able to see your health and care information and can make quicker and safer decisions about your care and the care of groups of residents.

## **CAs a user of local health and care services there are lots of advantages to having joined-up records:**

- Everyone involved in your care will have the whole picture
- When you visit somewhere different for care or meet a new care professional, they will have access to your health and care information and you don't need to repeat your story
- The results of common tests (for example blood tests) will be available to everyone involved in your care, regardless of where the test took place, reducing the need to repeat them
- Professionals responsible for your care will be able to look at your health and care record to plan and improve your care
- Professionals from different organisations will be able to see where there are opportunities to improve care and ensure that you, and others like you, are getting the best care from the whole team. For example, if there is opportunity to improve diabetes care in your GP practice.

## **For health and social care professionals:**

- They will have up-to-date information to plan and improve care for their residents, and make more informed decisions
- They will have to spend less time finding out relevant information from different health and social care organisations and IT systems, and won't have to spend time recording duplicate information across records
- Health and care professionals can work as a team to identify opportunities for improvement, such as seeing if there needs to be more focus on providing physical health checks for people with learning disabilities.

Examples of how this works can be found on our website.

## What information is available in the joined-up records?

Most of your current health and care information, such as medication and allergies, the summary of your care from past hospital stays and future appointments is included. This includes all your recent history which has been recorded on health and care services electronic systems.

Over time, it will also include information from other organisations that provide NHS and local authority social care services. This will include mental health records and information from social care, hospices, care homes, community pharmacy and the voluntary sector.

The health records of all adults and children will be joined up as well as adult social care information. We do not currently plan to include children's social care records.

However, not every element of your information is part of the joint record.

Examples of the sensitive information that will be left out, includes details of attendance at sexual health clinics, fertility treatment records, and previous records for people who have obtained a gender recognition certificate.

### The information in the joined-up records will be used in different ways:

- It will be used by health and care workers when you visit them, or they visit you
- It will also be used by care teams to understand people's health and care needs
- It will be used to ensure that we provide a high-quality of care to residents across our boroughs who suffer from long-term health or care conditions

Examples of how this could work can be found on our website.

[nclhealthandcare.org.uk/joined-up-care-record](http://nclhealthandcare.org.uk/joined-up-care-record)

## Is my information safe?

All care professionals with access to health and care information work under strict codes of conduct meaning they must respect privacy and keep all information safe. Failure to do so is a serious offence.

Information about you is protected under the Data Protection Act 2018/UK General Data Protection Regulation.

### **This requires that care professionals:**

- Can only see information they require to carry out their role in the delivery and management of care
- Must keep health and care records secure
- Have a duty of confidence towards your information

## Who will be able to see information in the joined-up records?

Only those who need to see your information to support your health and social care will have access to personal information. This could include GPs, social workers, hospital clinicians, community health practitioners, mental health staff and other authorised members of the care team. Each person will only be able to view information relevant to their job. So, a social care worker may see different parts of joined-up records to an occupational therapist or your GP.

The organisations involved in this programme can be found on our website and these will increase over time.

Residents will not be able to view their own information as a result of this programme, however if you would like to see your health and care records, you can request this directly from your health and care organisations.

# You have a choice

If you are happy for your information to be part of this joined-up health and care record, then you don't need to do anything. However, if you don't want to be included, you need to take action.

If you choose to opt out, your information will not be available via electronic joined-up records, however it will continue to be shared by care organisations as it is now, by phone, email and on paper.

Before opting out, please ensure that you have read this leaflet carefully and understand what it means for you.

If you choose to opt out, you will not be able to take advantage of the benefits that electronic joined-up records can bring you. The care professionals looking after you won't have your full history and most recent information available to them, and decisions about your care may take longer, even in emergency situations. Opting out will also make it harder for health and care professionals to proactively plan and manage your care and support your wellbeing.

If you do not want your information to be shared, you can tell us this by completing the form at the end of the leaflet and returning it to us, or by using the form on our website.

If you would like to speak to someone about your options, you can contact us via our website:

**[ncihealthand care.org.uk/joined-up-care-record](https://www.ncihealthandcare.org.uk/joined-up-care-record)**

We ask you to think carefully before making a decision as sharing your health and social care information will make it easier for services to provide the best treatment and care for you. If you do opt out, you can change your mind and opt back in at any time.

We need your NHS number to process your request. If you don't know your NHS number please visit:

**<https://www.england.nhs.uk/contact-us/how-can-we-help/how-can-i-find-out-my-nhs-number/>** or ask your GP practice.

**You can also find an opt out form on our website:**

**[ncihealthand care.org.uk/joined-up-care-record](https://www.ncihealthandcare.org.uk/joined-up-care-record)**

You will receive confirmation on receipt of your request. Please contact us if you would like to check this or do not receive this.

# If you would like to opt-out, please complete this form and return it to us

If you would like to opt-out, please complete this form and return it to us.  
\*We cannot process your request without this information.

Please include contact information to receive an acknowledgement.

Gender: \_\_\_\_\_

Firstname\*: \_\_\_\_\_

Last name\*: \_\_\_\_\_

Date of birth\*: \_\_\_\_\_

NHS Number\*: \_\_\_\_\_

Registered GP Practice: \_\_\_\_\_

Email address: \_\_\_\_\_

Postal address\*: \_\_\_\_\_

Postcode\*: \_\_\_\_\_

Are you completing this form on behalf of another person?

Yes  No

**If yes**, what is your relationship to this person? \_\_\_\_\_

Please tick as appropriate; the person I am completing this form for:

- is under 16 and I am their legal guardian/have parental
- does not have capacity to give consent and I have lasting power of attorney or Court of Protection Deputyship for health and welfare.

Please tick the box below:

I have read the leaflet and understand consequences of opting out

Your full name: \_\_\_\_\_

Signature: \_\_\_\_\_

You can send this form free of charge, in a sealed envelope, to:  
**FREEPOST NLP – JOINED UP CARE RECORD** (no postcode required)

If you would like this information in a language other than English, please visit:

Αν θέλετε αυτές τις πληροφορίες σε γλώσσα διαφορετική από την αγγλική, παρακαλώ επισκεφθείτε:

Bu bilgileri İngilizce'den başka bir dilde istiyorsanız lütfen şu sayfayı ziyaret edin:

رگا تياسبو نيا زا ،دييانم لعماطم ی لیسگنا زا ریغ به یریگن نابز ابار تااعلاطا نیا دیهانچ ،یدنکدیزبا

Si vous souhaitez lire ces informations dans une autre langue que l'anglais, veuillez consulter:

જો તમે આ માહિતી + , ે – િસવાયની ભાષામાં ઇચ્છો, તો 9૫૫ ૬૨>ને ?લાકાત લો:

[nclhealthandcare.org.uk/joined-up-care-record](https://nclhealthandcare.org.uk/joined-up-care-record)

This programme is coordinated by North London Partners in health and care: a partnership which represents the Integrated Care Board (ICB), health providers and local authorities in north central London (Barnet, Camden, Enfield, Haringey and Islington).

[nclhealthandcare.org.uk](https://nclhealthandcare.org.uk)

## Where can I find more information?

For more information speak to your health or care provider. Information can also be found on our website at:

[nclhealthandcare.org.uk/joined-up-care-record](https://nclhealthandcare.org.uk/joined-up-care-record) along with a full privacy notice. For the London-wide programme, please visit [onelondon.online](https://onelondon.online)

*The information in this leaflet was developed with support from Healthwatch Barnet and Barnet Council Adult Social Care involvement group.*

*Last updated July 2022*