



North Central London  
Health and Care  
Integrated Care System



## Your health and care information

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We want to join it all together so it can be seen in one place.

How will this affect you?

November 2024



Easy Read

# Important

## Green writing

In this easy-read booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold green** writing. Then we write what the words mean in a blue box.

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## What we want to do

We want to make our services better for you and the doctors, nurses and care workers who look after you. We have many good ideas about how we will do this, but this leaflet is about just one of our ideas.

Our idea is to bring together all of the information we keep about your health and care so it can be seen in one place.

We think this is a good idea because your doctors, nurses and care workers can use their computer to look at it at any time and in any place, but only when they need to.

This change will help you and your doctors, nurses and care workers to make faster and safer decisions about your care.

We call this idea the joined care record and is available to clinicians via the [London Care Record](#)

This leaflet tells you more about what the London Care Record means for you.



## Why we want to do this

Here in North Central London we get our health and care services in many places. For example:

- You see your family doctor near to where you live.
- If you see a doctor at the hospital, the hospital may be in another part of London.
- If your social worker comes to see you, their office might be in another part of London.
- If you have an accident, the ambulance will take you to a hospital that can look after your injury best. Again, this might be in another part of London.



Each of these places keep information about how they helped you. The information is usually kept on a computer. But the computers at each place are separate from the others.

## Your health and care information

When they need to, your doctors, nurses and care workers share your information, but it can take a lot of time to bring the information together from all the different computers.

So we want to bring all your health and care information together and keep it as a joined-up record (London Care Record) so it can be seen in one place.

This will help them and help you to make the best decisions about your health and care. Even better, making decisions will be faster and safer.

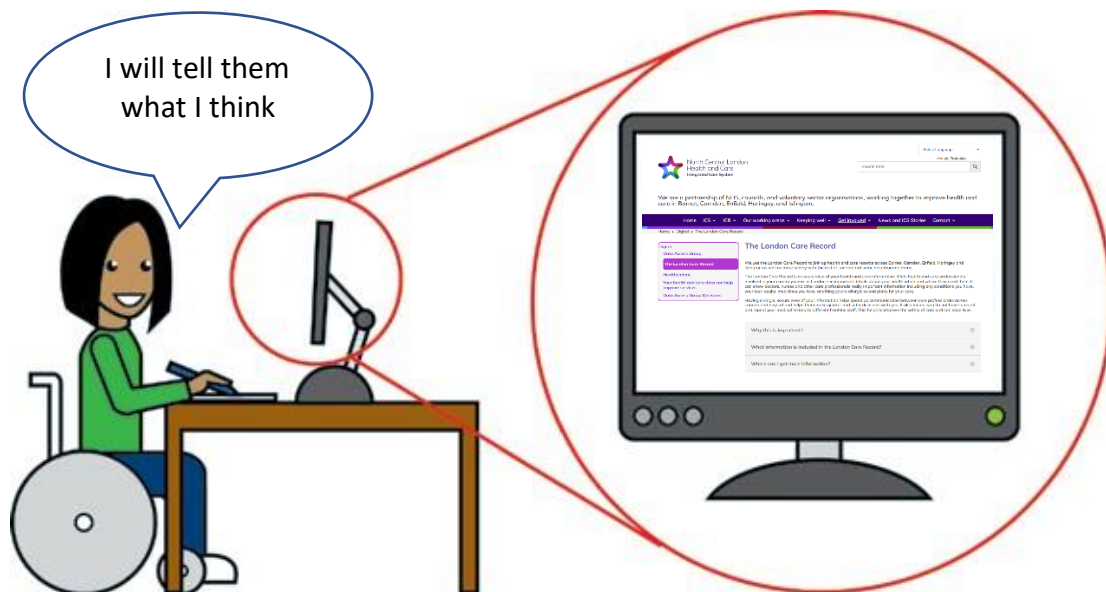


# Why this is a good thing for you

There are lots of reasons why we think it is good for you to have the London Care Record

- 1 Your doctors, nurses and care workers can see all of your information. This means they can know all the facts when they need to look after you.
- 2 If you go somewhere new to get a health or care service, the people there can see all your information, so they won't need to ask a lot of the questions you've answered before.
- 3 If you have something like a blood test, all your doctors and nurses can see the results, so they may not need to send you for another test.
- 4 Your doctors, nurses and care workers can see all of your information. This means they can know all the facts when they work with you to plan and look after you better.

You can see examples of how this could work on our website at <https://www.onelondon.online/london-care-record/>



## Why this is a good thing for your doctors, nurses and care workers

There are lots of reasons why we think it is a good thing for your doctors, nurses and care workers to use the London Care Record.

- 1 Your doctors, nurses and care workers can see all of your information and know it is up to date. This means they will know all the facts when they work with you to plan and look after you.
- 2 It will save time for your doctors, nurses and care workers because they will not need to collect the information they need from lots of different health and care services.
- 3 It will save time for your doctors, nurses and care workers because they will not need to put the same information onto computers in a lot of different places.
- 4 Having all your information in one place makes it easier for doctors, nurses and care workers to work together to make our services better. Of course, your private details are never given to anyone who is not looking after you.

You can find more information on the OneLondon website at:

<https://www.onelondon.online/information-for-health-and-care-workers/>



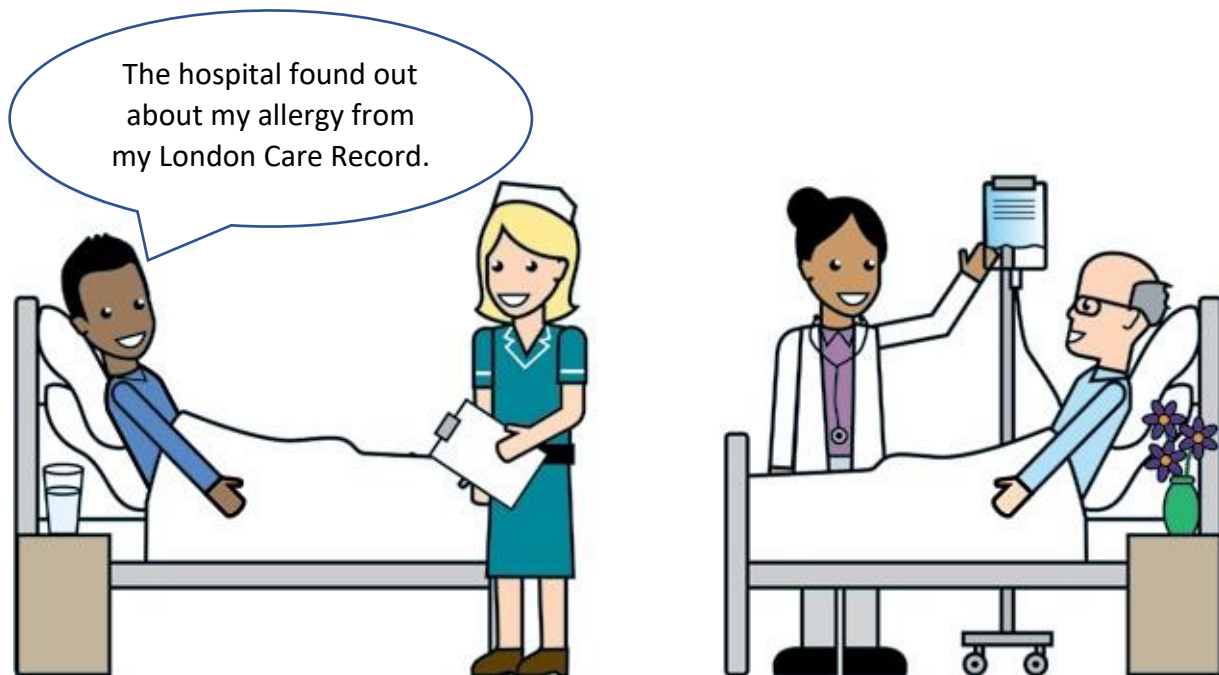
# What information will be in the London Care Record?

We want to put your up-to-date health and care information into your London Care Record. For example, the medicines you take and information about what we know affects you badly – we call these **allergies**.

## Allergies

These are things that affect a small number of people in a bad way. For example, bee stings can hurt some people much more than other people, and the wrong kind of plasters can give some people blisters. Some people also have nut allergies.

We also want your London Care Record data to include short notes about your stays in hospital, and information about appointments we have made for you.



## Your health and care information

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Your London Care Record data will not include all your health and care information. This is because older information will not have been put on a computer.

Later, we want London Care Record to include information from other health service groups and from the council's adult social care services. For example, mental health information and reports written by social workers.

At the moment we will not include children's social care information in the London Care Record.

Some health and care information will not be in the London Care Record. It will not include information about sexual health, gender reassignment, **domestic violence**, criminal record or **fertility treatment**. Only information shared by care providers can be viewed on the London Care Record

### Domestic violence

Domestic violence means that in a relationship or marriage, one or both partners uses physical, sexual or mental violence. This can be to get power or control over the other or from losing their temper. Domestic violence sometimes does not get reported to the police.

### Fertility treatment

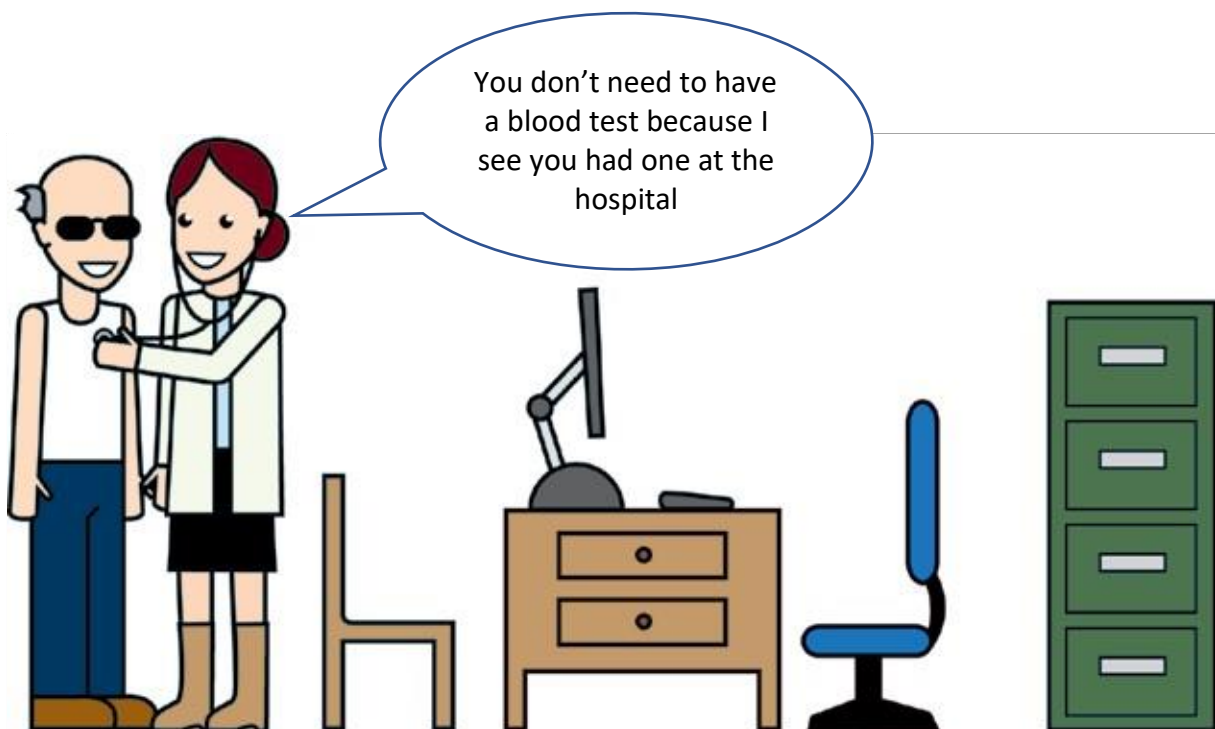
This is a health service that helps people have a baby.

# How we will use your London Care Record data?

The information in your London Care Record will be used in many different ways.

- Your doctors, nurses and care workers will use your London Care Record data when you visit them, or when they visit you.
- Care workers will use your London Care Record data and everyone else's joined-up records to learn about people's health and care needs.
- We will use London Care Record to make sure all those with a long-term health condition get very good care from us.

You can see examples of how this could work on our website at <https://www.onelondon.online/london-care-record/>



## Will your information be kept safe?

The law says all the people who will see the information in your London Care Record, such as your doctors, nurses and care workers, must keep it private and safe. If they do not keep it private and safe they will get into a lot of trouble.

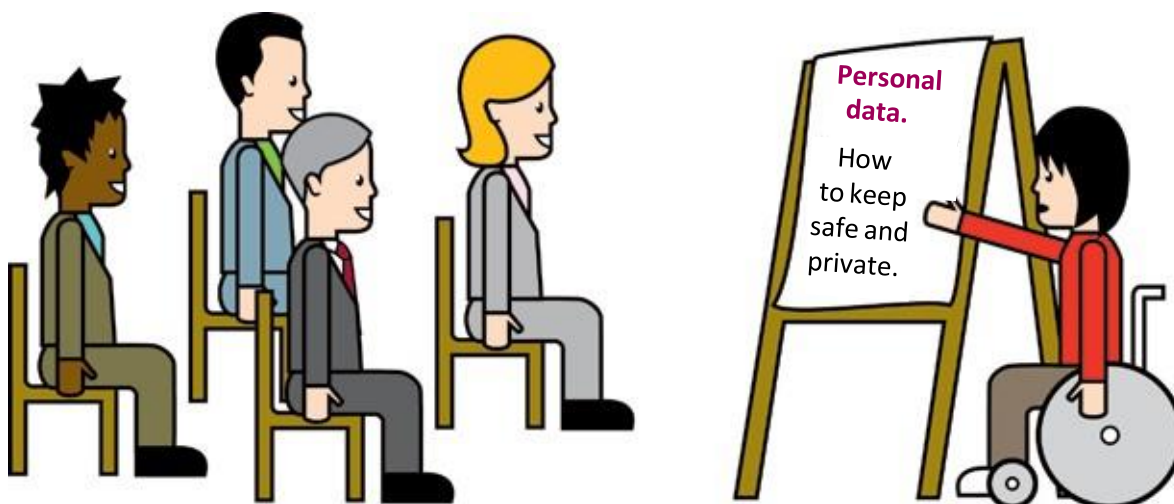
The law that protects your information is:

- the Data Protection Act 2018
- General Data Protection Regulation 2016

This law tells your doctors, nurses and care workers that:

- they can only look at your information to do their job while they are looking after you.
- they must keep your information safe.
- they must not tell anyone else about your information.

Your doctors, nurses and care workers have all been trained so that they know how to keep information private and safe.



# Who will see your London Care Record data

The system allows only specific health, social and care professionals directly involved in your care to access your information, strictly for direct care purposes:

- Your General Practitioner (GP)
- Emergency Department teams in London if you visit for urgent care
- The social care team providing assistance in your home

Each person will only be able to see the information they need to do their job. So different people will see different parts of your London Care Record data. You will not be able to see your London Care Record data, but you can see your health and care records if you ask for it. To do this, ask the person or people you get your health and care services from.

We have a list of the people and groups who will be able to see all or parts of your London Care Record. You can see this on our website at <https://www.onelondon.online/london-care-record-organisations/>

## Where can you find out more?

You can find out more from your doctors, nurses and care workers. You can also find out more at our website at

<https://www.onelondon.online/london-care-record/>

Our website also shows full information about how we keep your London Care Record data safe and private.

<https://www.onelondon.online/information-for-patients/>

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## What will happen next?

If you are happy for your health and care information to be in London Care Record, you don't need to do anything.

But if you **don't** want to have your medical data in the London Care Record, please read the opt-out information below.

### Opting out

If you don't want your data in the London Care Record, you will need to opt out. But before you make a final decision, please read this leaflet again and be sure you understand what it says.

If you would like to talk to someone about making your choice, you can contact us using: Email [nclib.enquiries@nhs.net](mailto:nclib.enquiries@nhs.net) or call **020 3198 9743**

If you give us a phone number, someone will call you back.

**Remember** – if you opt out:

- you will not get the benefits of the London Care Record (we talked about this on page 5).
- it will take more time for your doctors, nurses and care workers to get up-to-date information, even in an emergency (we talked about this on page 6)

If you still want to opt out, you will need to fill in the opt-out form on the next page. If you cannot fill in the form yourself, you can ask someone to fill in the form for you.

The form asks for your NHS number. If you don't know it, ask at the doctor's, or contact <https://www.england.nhs.uk/contact-us/common-questions/how-can-i-find-out-my-nhs-number/>

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# Opt-out form

If you **do not** want your data in the London Care Record, you must fill in this form and send it to us. Our address is shown in the next page.

\*We cannot process your request without this information.

Please include contact information to receive an acknowledgement.

Gender \_\_\_\_\_

First name\* \_\_\_\_\_

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

Date of birth?\* \_\_\_\_\_

NHS number?\* \_\_\_\_\_ (see page 14)

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? \_\_\_\_\_

\_\_\_\_\_

## Your health and care information

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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 this leaflet and understand consequences of opting out.

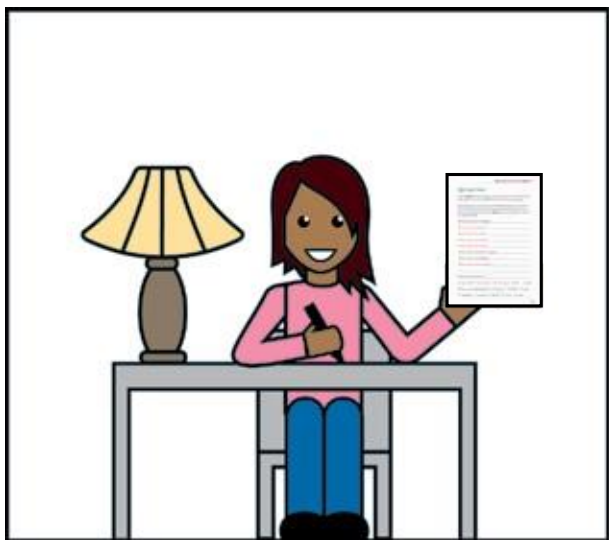
Your full name: \_\_\_\_\_

Your signature: \_\_\_\_\_

You can send this form free of charge, in a sealed envelope, to:

**FREPOST NLP – JOINED UP CARE RECORD**

We will send you an email or letter when we receive this form.



If you have opted out of the electronic joined-up records and you change your mind, you can decide to opt in again at any time.

To opt in contact us and request an opt in form, email [joined-up.care-record@nhs.net](mailto:joined-up.care-record@nhs.net) or call **020 3198 8738** (Monday – Friday 9am – 5pm)

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