

Frequently Asked Questions (FAQs) for Patients: Information Sharing

North West London

Whole Systems Integrated Care Record

The purpose of this FAQ is to answer questions regarding information sharing across North West London to support Whole Systems Integrated Care.

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Version Control

Version	Date	Author/Editor		Details of change
V1	13/07/2016	Reviewed by Angeleca Silverside Edited by Tiffany Grant	Lay Partner WSIC Engagement, Communication and Deployment Lead	Reviewed and prioritised FAQ's
V2	20/08/2016	Edited by Olivia Walicki	Communications Support	Updates and edits to the FAQ's
V3	26/08/2016	Reviewed by Karen Garnham Edited by Alice Green	Head of Communications Programme Support	Updated document with Karen's suggestions

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1. What is an Integrated Healthcare Record?

The Integrated Healthcare Record is an electronic record that health professionals use to record key information about your care. This record is different from previous records as many health professionals can review it, providing a joined-up history of your care. The health professionals that can use it are:

- GPs,
- Hospitals (A&E visits, inpatient stays and outpatient treatments)
- Social care services
- Community care services
- Mental health services.

Your integrated health record will include your name, address, post code, your date of birth and your NHS number, as well as details of your health and treatment.

2. Why is it important and how is it different?

The Integrated Healthcare Record is important because it improves the information health and care professionals have access to, which enables them to provide better care to you.

It is different because previously, individual paper and electronic records will have been held by each of the different care services you use. For example your GP, hospital doctors and district nurses.

3. How will it benefit me?

The health and care professionals involved in your care will have access to better information which will enable them to provide you with more joined-up care.

This means

- you won't need to repeat your medications, treatments or medical history every time you see a new health or care professional
- you can be more involved in decisions about your care to support your health and well-being.

[Click here, to hear our patient stories and to find out more about why integrated care is so important to people and their families.](#)

4. What information is collected?

The information collected includes your name, address, post code, your date of birth and your NHS number, as well as details of your health and treatment.



***Your Name**

- *NHS number
- *Date of birth
- *GP and hospital records
- *Health and wellbeing information relevant to their care
- * Medication and allergies
- * Appointments, treatment and care
- * Social or mental health information relevant to your care
- * Test results

Example



Sam Lentil

- *NHS: 8463211567
- *DOB: 20/05/1845
- *Hospital records: A&E visit 13/06/1873
- *Long term condition: Diabetes
- * Medication: M&M, 3xdaily for 2 weeks
- * Apt: Geriatrician, Imperial 01/04/1882
- * Service user: Mental health user
- * Test results: Blood pressure 120/80mmHg

If you don't want to have an Integrated Care Record created for you, you will need to let your GP know.

For a full list of information outlining the coded information, please refer to [Read Codes and Sensitive Codes \(Version 2, 11th July 2016\)](#).

5. What information is not collected?

We will not collect information related to a number of sensitive areas, including information on abortion, gender reassignment, IVF, sexually transmitted infections (STIs), abuse, imprisonments and convictions and complaints. It is referred to as coded information.

For a full list of information outlining the coded information, please refer to [Read Codes and Sensitive Codes \(Version 2, 11th July 2016\)](#).

6. What happens if I do not want to share my information?

It is your choice if you share your information through and intergrated care record. If you do not want to share your information, you can fill in an opt out form. Opt-out forms are available At your GP practice, if they are not visible in reception, please request one from the receptionist or your GP. Your GP will record this so your information will not be shared.

Opting out will not affect your care in anyway. You will still be able to receive health services. However, you will not receive the benefits of having an intergrated care record and you will need to tell each professional providing your care about your

medical history, your treatment, allergies and medication.

Decisions about your care may take longer; appointments and tests may be repeated. If you change your mind and want your information shared you can inform the GP practice or care professional treating you, and they will mark your record.

7. Who can see my record?

Your Integrated Healthcare Record will be seen only by health and care professionals directly involved in your care. This includes GPs, consultants, nurses and care coordinators.

8. Who will not be able to see my record?

Anyone who is not directly involved in your care will not have access to your record.

9. How can you guarantee that my information will not fall into the wrong hands? And what legal safeguards are in place?

We have a number of key safeguards in place to stop your information being accessed by the wrong people. This includes:

- Access to your Information is strictly controlled by “Role Based Access”, this enables the relevant health care professionals to have access to their patients integrated care record.
- Where your information is kept passes all the latest national security standards by [Health and Social Care Information Centre\(HSCIC\)](#)
- All information collected about you is governed by the Data Protection Act 1998
- There is a North West London Digital Governance Group which strictly monitors how your information is used and who can access it
 - Three patient representatives sit on the Digital Governance Group and their role is to support the patient’s best interests

10. Who is responsible for keeping my information safe?

All NHS organisations are governed by the [data protection act 1998](#), which means that are responsible for your information, by law they and must keep it safe .If you have a concern about an inaccurate record this can only be addressed by the data controller who will be the organisation who recorded that information and who held that record.

11. Will my information be sold to the private sector?

Your information will not be shared or sold for commercial purposes eg.to banks or insurance companies.

Your Integrated Care Record will only be shared with those involved in your care. The Data Protection Act says all organisations have to ensure they do not release information that could cause serious harm or distress to an individual. All care organisations involved in joined up care in North West London have to ensure they have checked all information before it is released to comply with the law.

12. Is my information used in any other way apart from direct care?

De-identifiable data will be used by Clinical Commissioning groups (CCGs) to help commission better health and care service for your area that will lead to improvements in your future care. Commissioners **will not be able to identify you** from this information.

De-identifiable data is information about your care but does not include

- Your name
- Date of birth
- Your phone number or email
- Address
- NHS Number

13. Can I share my information for direct care use and not for other purposes?

De-identifiable data is already shared across the NHS to improve service and care to patients. You choose whether to share or not to share your information. If you do not want to share your information, you can fill out an opt out form, which can be found at your GPs practice. Your GP will record this so your information will not be shared.

14. How are patients involved in this programme?

Patients have been involved since the start of this programme, and continue to do so. There are patient communication groups, Lay Partners who represent patients' interests and patients who attend the [Digital Governance Group](#) who oversee this work.

15. How are patients informed about this programme?

Information leaflets and posters are displayed in your GP practice, and links to information can be found here;

<http://integration.healthiernorthwestlondon.nhs.uk/informatics>

<https://www.healthiernorthwestlondon.nhs.uk/>