

## Sharing your care record



All the information about the care and treatment we provide is held on a care record

Your care record is stored electronically on a computer or laptop

Healthcare staff use your care record to make sure you get the right care and support



Other services such as hospitals, clinics, GPs and social care may also provide you with care

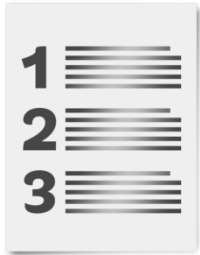
To help us work together we want to share your care record

This is called a **shared care record**





You may have lots of questions



Below is a list of frequently asked questions and answers



You can also talk to your healthcare worker at the Trust

## Frequently asked questions

### How do I share my care record?



Talk to your healthcare worker at the Trust how you want to share your care record with those involved in your care



Fill in a **consent** form



**Consent** means you can choose **Yes** or **No** to share your care record



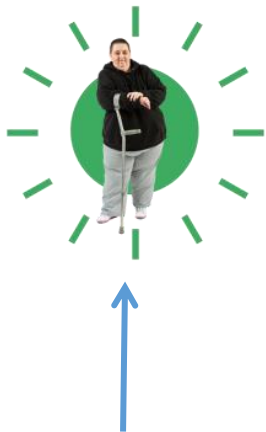
We will update your care record



## Why is it good to share my care record?



Sharing your care record with other health and social care services will save time and could save your life



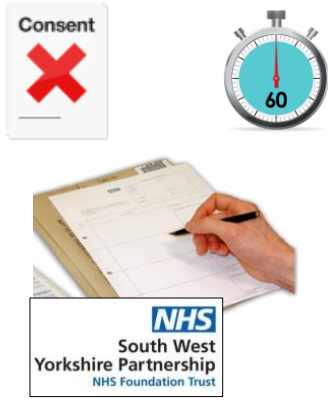
All of us will use the same information to make sure you get the right health and support

This means:

- You get the right treatment for your mental and physical health
- Everyone has the same information they need to treat you
- You do not have to repeat your story



Shared care record



If you do not consent to share your care record, other health and social care services would have to wait for your information



This could mean you have to wait for your treatment, care or **medication**

**Medication** are things like medicine and tablets



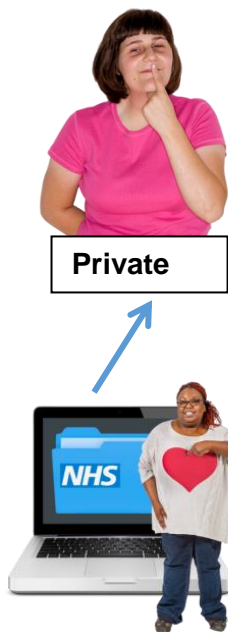
**If I do not consent to share my care record and I have a medical emergency, will the services treating me see my care record?**



**Yes**

A clinician can share your care record in a medical emergency

To make sure you get the right care and treatment



I am happy to share my care record with other health and care services but there are some things that I would prefer to keep private.  
Can I do that?

**Yes**

You can ask your healthcare provider to make parts of your care record private



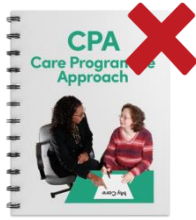
If I choose not to share my care record, what information will other health and care services who provide my care be able to see?



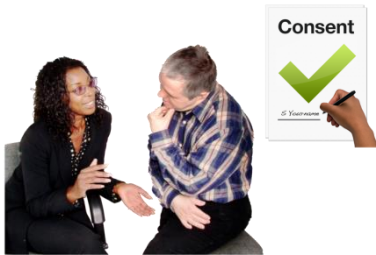
Other health and social care services will only see **demographic data**



**Demographic data** is information such as your name, date of birth, address and GP surgery



Demographic data is basic information and is not about your care and treatment



So your healthcare worker at the Trust would encourage you to share your care record



**What information is in my care record?**

Information such as



Appointments



Medication



Test results



Health conditions such as diabetes or asthma

**Will other services be able to see everything on my care record?**

**No**

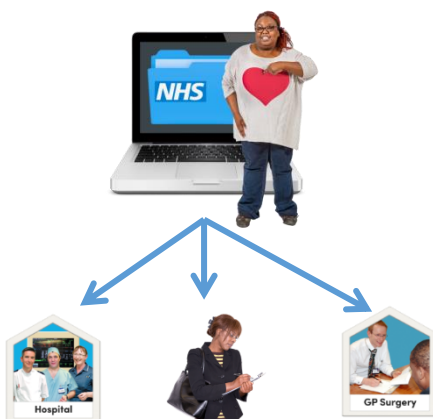
You can ask that some parts of your care record are made private



**Will insurance companies and private healthcare companies be able to see my shared care record?**

**No**

Your care record will only be shared with services that provide you with care or treatment







## Can I change my mind about sharing my record?

**Yes**

Tell your healthcare worker at the Trust

Fill in another consent form

Send it to us

We will change your record



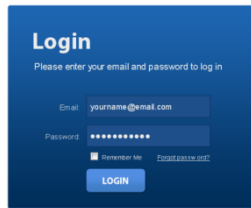
## Why is my care record not set automatically to share?

Care records are automatically set to **'a consent at the point of care model'**

This means you have to consent to share so other health and social care services can look at your care record



## How secure is my care record?



All health and social care computer software systems follow national safety standards

### NHS care record guarantee

The national safety standards our Trust follows is the **NHS care records guarantee**

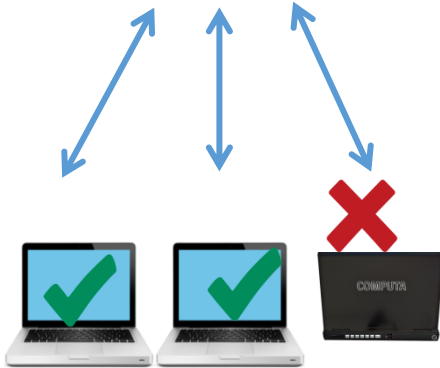
**The care records guarantee** is a secure NHS computer system



Staff who use the system will have a username and password



This makes sure that your care record stays confidential and safe



Other health and social care services can only see your Trust care record if

They use a computer system the same as the Trust use

Or use a different computer system and it works with the Trust one



They have asked you for your consent and you chose yes

And they provide you with support and care



Staff use a **smartcard** to look at care records

A **smartcard** is like a credit/bank card



A microchip is on the card

This lets staff look at some parts but not all of your care record



What staff can look at will vary on the care and support they provide

The computer system has an audit trail

Which means it checks to see



Who has looked at your care record



When they looked



What has been added, changed or deleted