



What information will be shared?

The information shared includes your name, address, date of birth and a summary of your health information, including: diagnoses and test results; any allergies you have; and medications and treatments you receive

How will it work?

The shared record puts you in control. At the start of your treatment, a healthcare professional will ask for your permission to view your shared record. If you agree, they will only be able to view the record while you are being treated.

Can I say no to a shared record?

You can choose not to share any information with anybody outside your GP practice. You should contact your surgery if you choose not to have a shared record at all.

Even if you've given permission, you can change your mind at any time during your treatment.



Contacts and useful websites

This leaflet has been produced by South Devon and Torbay Clinical Commissioning Group.

If you have any questions, get in touch via:
01803 652 500

For further information, please visit:

www.southdevonandtorbayccg.nhs.uk

Patient Experience advice and complaints

Do you need advice and help about this or any other health-related issues, or would you like this leaflet in a different format?

The Patient Experience Team is here to help solve problems in NHS health and social care services.



Please contact the team on:

Telephone:

01803 652 578 (Monday to Friday, 9am-5pm)

Freepost:

Patient Experience
FREEPOST RTEZ-YHRC-RZKZ
South Devon and Torbay CCG
Pomona House, Torquay
TQ2 7FF

Email:

patientfeedback.sdtccg@nhs.net



*South Devon and Torbay
Clinical Commissioning Group*

Shared records

**Making your local
health record work
better for you**



Driving quality, delivering value,
improving your services



What are we trying to achieve?

Many people think that their GP health record is available to all healthcare professional involved in their care, but this is not always the case.

At the moment, each professional you see keeps a separate record. This can mean some important information is not being communicated between health services as well as it could be.

To help, we are launching a local shared record programme that will make it possible for health professionals to view relevant information about you.

How will a shared record help?

A shared record means that your healthcare professionals have the most up to date and accurate information about your health, medications and treatment.

You get better advice and safer, more effective care, mistakes are avoided and you will not have to repeat your medical history as often.

Who will be able to see my record?

Only health professional you give permission to and who are directly involved in your care will be able to view the shared record. This may include staff from:

- Emergency departments and minor injuries units
- GPs, including out-of-hours GPs
- Community nurses
- Physiotherapists and occupational therapists
- County-wide services such as ambulance services
- Local hospitals

If you are concerned about sharing sensitive information, please contact your GP practice or speak to the healthcare professional treating you.

What happens in an emergency?

If someone is unconscious or too unwell to give their permission, the system will allow a healthcare professional to access the shared record without permission - but only in the case of a medical emergency.

How will you keep my information safe?

All your information is stored using the most secure technology available and is covered by strict confidentiality guidelines and the Data Protection Act 1998.

For security, the shared record is accessed via a secure NHS network, not the internet.

For more information, email D-CCG.informationgovernance@nhs.net.

How is this different to care.data and the national Summary Care Record (SCR)?

Both care.data and the national SCR are separate and national initiatives which are not connected to the local shared health record in Devon.

For more information about the national initiatives, you can visit the NHS Choices website: www.nhs.uk/NHSEngland/thenhs/records/healthrecords.

You have the right to stop information that identifies you from being shared outside your GP practice, both locally and nationally.

