



Cambridgeshire and Peterborough My Care Record Frequently Asked Questions – PUBLIC

1. BACKGROUND INFORMATION

INTRODUCTION TO MY CARE RECORD

What is My Care Record?

My Care Record aims to improve care by joining up information which may currently be held in separate patient databases by health and care services across Cambridgeshire and Peterborough. My Care Record will enable clinicians and care professionals to access up-to-date information about the individuals they are caring for from these systems.

My Care Record will provide:

- Better co-ordinated and seamless care
- Quicker diagnosis and treatment
- More time to spend on clinical care
- Less paperwork and avoid repetition
- Fewer unnecessary clinical tests
- More accurate prescriptions
- Better health and care planning

WHO IS RESPONSIBLE FOR THE MY CARE RECORD PROJECT?

How is the project being delivered?

The project is being delivered by the Cambridgeshire and Peterborough Integrated Care Systems' (ICS) Digital and Innovation Programme, which is governed by a Digital Enabling Group (DEG). The DEG is a strategic decision-making body, made up of senior representation from all organisations of the Cambridgeshire and Peterborough ICS. Project delivery is now underway, and we will be taking a phased approach to bringing on partners in the run up to My Care Record go-live at end of November 2022. This is because all partners are at a different levels of technical and data quality readiness. As we share partner data, health and care professional users of My Care Record will be made aware of which partners' data is being made available at any point in time. All users of the My Care Record system will be trained to use the system.

WHO IS INVOLVED?

Who are the health and care partners involved in Cambridgeshire and Peterborough ICS My Care Record?

- 88 General Practices across Cambridgeshire and Peterborough
- Cambridgeshire and Peterborough Integrated Care System
- Cambridgeshire and Peterborough NHS Foundation Trust
- Cambridgeshire Community Services NHS Trust
- Cambridgeshire County Council
- Cambridge University Hospitals NHS Foundation Trust (Addenbrookes)
- North West Anglia NHS Foundation Trust (Hinchingbrooke, Peterborough City and Stamford and Rutland Hospitals)
- Peterborough City Council
- Royal Papworth Hospital NHS Foundation Trust

WHY INTRODUCE MY CARE RECORD?

Why is it being introduced?

To date, health and care professionals have told us that accessing patient data from a partner has been a challenge. Speaking to patients, they have told us that every time they meet a health or care professional, they are having to repeat their story to them. My Care Record is being developed to specifically address this to make sharing information across our partners much easier and more efficient. This will help to improve the care patients receive as well as reduce time spent on administration to co-ordinate care.

How can My Care Record help?

My Care record will join up health and care information and enable health and care professionals to access the information they need to look after patients, even if they work for different organisations or in different locations. For example, a hospital doctor, community nurse, or social worker involved in a specific patients' care could view the information they need from that patients' GP record. My Care Record does not replace their existing patient/care systems; it simply pulls data from across all partner systems who have any data on the patient and present it back into one patient record.

My Care Record is underpinned by an Information Sharing Agreement between all the health and care organisations involved. This means they commit to sharing information in a secure way that is compliant with General Data Protection Regulations (GDPR) to help improve patient care.

2. INFORMATION GOVERNANCE AND OBJECT TO SHARE

How does My Care Record comply with information governance regulations?

My care Record is developed to comply with GDPR and the NHS information governance framework. As part of compliance, we have developed an Information Sharing Agreement with all partners across this project. All partners will need to sign up to this for the project to proceed. We have also completed a data protection impact assessment, which has been agreed by our partners.

Can patients object to information being accessed through My Care Record?

Patients can object to their records being shared between partners.

- It is important for patients to understand that not allowing access to their information may affect the care they receive.
- Only health and social care professionals involved in patient care are allowed to access this information. These people view patient records to provide them with best quality care they can.
- In many situations it is necessary to share information between services to deliver care. However, it may be possible to request that specific or sensitive information is not made available.

There may be circumstances where an objection by a patient may not be upheld. For example:

- If it is in the public interest for information to still be shared. For example, if there is a safeguarding issue, or in the case of an individual who might be at risk from harming themselves or a member of the public.
- If clinical care cannot be provided, for example, GPs providing additional routine appointments at the weekend needing access to your GP record to provide patients with safe effective care. In this instance, patients may choose not to have the appointment.

I do not wish to share my data via the My Care Record, how do I object to share of this?

You can object to share at any time, and you can do this online by completing the online object to share form or contact **0345 345 0345**. You will need your NHS number on hand to do so.

If I object to share my data via My Care Record, what does this mean?

If you have objected to share your data via My Care Record, this means that staff using the system to deliver and support your direct care, will not be able to view any clinical, medical or care information about you from any other partner who holds information about you. Instead, they are likely to have to request information from you directly or as is the current practice, they will need to contact those providers for the information they need about you.

Can I opt back in at any time?

Yes, email cpm-tr.mycarerecord@nhs.net and the Privacy Officer will contact you to confirm your opt in request.

I have objected to share my data with my GP, will this data be visible from My Care Record?

If you have objected to share your GP system and any other provider systems e.g., hospital, My Care Record will not make your data from these systems visible to staff users. If you are presenting in an emergency situation at one of the providers, staff will ask, where possible, your consent to view your data.

Can the government or insurance companies view or use My Care Record? Will it affect my benefits?

My Care Record will only be used by health and care professionals involved in delivering direct care. It will not affect patient benefits. Third parties, companies or individuals not directly involved in care will not be able to view or access patient records.

Why are we asking patients to object to share their information when we also ask patients to opt-in to other data sharing agreements?

My Care Record is specifically intended for health and care professionals to be able to access patient data for the purposes of delivering direct care. The NHS and social care organisations involved are, under GDPR legislation, already able to share patient data, therefore patients are already opted-in by default. Our ICS partner data protection officers have also advised that this data is permissible to share under GDPR.

How do patients and users know that the Shared Care Record is secure?

My Care Record is in line with General Data Protection Regulation (GDPR), which provides the legal basis to share information between health and care services when it is needed to deliver care. All information will be held securely. Information can only be accessed over a secure health and care network. An audit trail is maintained to record access to records. All partners involved are compliant the Data Security and Protection (DSP) Toolkit.

By law, everyone working in health and social care or as part of the NHS must respect privacy and keep all information safe. Everyone within the health and care sectors must also complete annual mandatory information governance training.

3. PATIENT DATA AND INFORMATION ACCESSED

Who can see the patient information?

Only health and care professionals in Cambridgeshire and Peterborough ICS will be able to access patient records from other services when it is needed for patient care. This may include individuals working within hospitals, GP practices, treatment centres, social care and community teams. This will make it easier and faster for them to make the best decisions, for example, to check details of appointments and co-ordinate patient care.

Access to records will be restricted to those health and care professionals who have a legitimate reason to be able to view specific patient records, where this will be enforced through a combination of formal policies and technical controls, to only access your data based on their job role requirement.

What information will be made available?

My Care Record includes information from health and care records. This may include but is not exclusive to:

- Name, address, NHS number and phone number
- Medical conditions
- Treatment provided and the contact the individual has had with the organisation
- Care plans
- Emergency department treatment
- Discharge summaries
- Medication reviews
- Medical reports
- Care and support plans

- Care plans reviews - adult social care assessments
- Results of investigations, such as x-rays, scans, and laboratory tests

Each partner organisation involved is responsible for the information that they share and/or access. The full set of data we aim to share are derived from the **PRSB Core Information Standards** as set out by NHS England which can be found at <https://theprsb.org/core-information-standard-v2-0>

Can patients access their own health and care records?

My Care Record enables only health and care professionals to access your patient data. A future development phase of this project will be to enable patients to access a view of their My Care Record, through a patient portal.

How will health and care professionals be able to search for patients?

Health and care professionals will be able to search for patients using your NHS number. The NHS number is primary connection that is being used between the systems to create the Shared Care Record.

How do staff know that the data within My Care Record is up to date?

The information in My Care Record, is called from our partner systems, on demand and at the point of demand, it will access partner systems to look for your data, which is identified as shareable and present this back to the health and care professional, in a single view that is view access only. Therefore, the data is as up to date, as the record is being captured in the partner system.

How much of my patient data can be seen?

Access to view patient data will be based on our health and care partners' role – the system will adopt national role-based access permissions. If a health and care professional is already accessing a certain level of data based on their role e.g., a doctor or a care worker, in their current system, this same access will be adopted in My Care Record. We have worked in conjunction with information governance colleagues and digital colleagues to ensure that the appropriate access will be given.

Are volunteer groups/private providers in the project scope to be able to use this system?

No, not at this stage, this is scheduled at a later phase of the project – currently the project is for direct care delivery and ICS partners.

How will data sharing for specific services/conditions be managed e.g., sexual health data, or sensitive and contradictory data

My Care Record will only share data that is deemed shareable by the patient. If you decide that you do not wish to share certain information about yourself, you must inform the health or care provider who is holding that data at source e.g., GP record. If specific data is marked as sensitive and not to be further shared, then this is not picked up by My Care Record.

Will My Care Record replace existing systems used by health and care providers?

No, My Care Record does not replace but will co-exist with current partner systems. Access to My Care Record will be via each organisations' patient or care system or via a web portal.

4. PUBLIC AWARENESS CAMPAIGN FOR MY CARE RECORD

How do patients know this is happening?

We have begun a 12-week public communications campaign on 20 September, prior to go live of phase 1, to start informing citizens of this project and that their data will be shared across the partners. The public campaign will follow the My Care Record approach, which has been used across the East of England, and you can find out more about My Care Record by visiting www.mycarerecord.org.uk.

Individuals will be able to 'Object to Share' from their data being shared with other partners.

I am contacting from the Media; can you tell me more about the project?

Please contact cpm-tr.mycarerecord@nhs.net for all media queries.

I live in Lincolnshire, why have I got a leaflet about the Cambridgeshire and Peterborough My Care Record?

We are aware that some patients utilise health and care services located in Cambridgeshire and Peterborough e.g., Peterborough City Hospital, therefore we wanted to ensure that they were also aware of My Care Record.

I live outside Cambridgeshire and Peterborough; how does this impact me or is this happening elsewhere?

Yes, all Integrated Care Systems (health and care providers of direct care) across England and working towards putting in place a Shared Care Record, to enable joining up of patient data held across the direct care providers. In the Eastern region, we are coming together with a joint approach through My Care Record. Initially the focus is joining up health and care data within our locality of Cambridgeshire and Peterborough with the future intention to join up regionally, recognising that some patients receive health and care services outside of the Cambridgeshire and Peterborough borders.

5. OTHER PROJECTS AND APPS

What about My Planned Care project – does this affect the My Care Record project?

This is a nationally led project that launched earlier in 2022 and is completely separate to the Cambridgeshire and Peterborough Shared Care Record. More information can be found on their website www.myplannedcare.nhs.uk

Will patients be able to view everything via the NHS App?

The functionality NHS App is owned, managed, and developed by NHS Digital. However, it is envisaged that over time patients will be able to view more of their record, as well as perform other tasks such as booking GP appointments. The Cambridgeshire and Peterborough My Care Record project is separate to the NHS App.

6. MAKING A COMPLAINT

What do patients do if they would like to make a complaint about improper use of My Care Record?

Patients can talk to their GP or any health and care professional if they have any concerns about improper use of My Care Record. An audit trail can be produced to investigate this, and inappropriate access by staff members is taken very seriously and formal investigations would be carried out. Please involve the relevant organisations Data Protection Officer (DPO) in any such investigations.

All partner organisations have complaints procedures. If patients wish to make a complaint, they can contact their direct care provider or speak to their PALS (Patient Advisor and Liaison Service) / complaints department. Patients also have the right to make a complaint to the Information Commissioner's Office regarding breaches of confidentiality.

For independent advice about data protection, privacy, data sharing issues and your rights you can contact:

Information Commissioner's Office.

Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF,

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Email: casework@ico.org.uk

Visit the ICO website. <https://ico.org.uk>