

The Norfolk and Waveney ICS Shared Care Record



What is the Shared Care Record?

The Shared Care Record is a way of bringing together separate records from the different organisations across the Integrated Care System (ICS).

Benefits to patients and users of the Shared Care Record include:

- Reduction in time spent looking for information
- Only telling your story once
- Reduction in duplicated examinations/investigations
- Time saved to care
- Crosses boundaries of Health and Social care
- Reduction in chasing around for information from partner organisations



All of these benefits link to three aims of our ICS. These are:

1. To help people to live as healthy lives as possible
2. To tell your story only once
3. To make N&W the best place to work in health and social care

For most organisations, the Shared Care Record will launch a window from their own operating systems (e.g. SystmOne / EMIS / Liquidlogic, etc.). The Shared Care Record securely pulls “view only” data together from different health and care systems.

Why are we having a Shared Care Record in Norfolk and Waveney?

As part of the NHS Long Term Plan (Aug 2019), it is a national requirement for all Integrated Care Systems to have Shared Care Record in place.

National focus is shifting forwards towards linking Shared Care Records across all Integrated Care Systems.

The goals of a Shared Care Record link with the wider ICS goals and the ICS Digital Strategy.

Who is involved in the Norfolk and Waveney ICS Shared Care Record?

The following organisations are involved in our local Shared Care Record:

- NHS Norfolk & Waveney Integrated Care Board (ICB)
- Primary Care Norfolk & Waveney
- Acute Hospitals (Norfolk and Norwich University Hospitals Trust, James Paget University Hospitals Trust, The Queen Elizabeth Hospitals Trust)
- East Coast Community Healthcare (ECCH)

- Norfolk County Council (NCC)
- Suffolk County Council (SCC)
- IC24 (Integrated Care)
- Norfolk Community Health & Care (NCHC)
- Norfolk & Suffolk Foundation Trust (NSFT)
- Cambridge Community Services (CCS)



What improvements do we expect to see?

1. **Improved experience for patients:** from knowing that any healthcare professional they see have the information they need to provide the best possible treatment and care or make the most informed decision for the wellbeing of the individual.
2. **More holistic care:** by taking a wider scope of information into account, health and care professionals can communicate easily and proactively, doing what's right for the individual.
3. **Confidential:** All records are strictly confidential and will only be accessed by clinical and care staff who are directly involved in an individual's care.
4. **More effective diagnostic testing:** by avoiding duplication through better communication.
5. **Reduced waiting times and repetition:** because having readily available information will mean less time contacting different settings and departments and less time repeatedly telling a story or sensitive, sometimes uncomfortable information.
6. **Increased satisfaction:** and confidence that no matter how complex the condition(s), that people in the right place, at the right time, and whomever they see for direct treatment and care is more informed and has the best interests of the individual at heart.

PHASE

1

Phase One – Data Providers and Consumers

Phase One of the Shared Care Record is due to launch on 23/11/22.

For Phase One, Data will be provided from:

- GP Connect
- NSFT
- Acutes
- IC24
- NCC Adults (potentially ready for Phase One)

Consumers being able to access the Shared Care Record will be:

- NCC Adults
- NSFT
- IC24
- East Coast Community Healthcare

Phase Two – Data Providers and Consumers

The date for the launch of Phase Two is still to be confirmed.

For Phase Two, Data will be provided from:

- NCC Adults (if not ready for Phase One)
- NCC CYP
- Acutes Maternity
- Community Healthcare

Consumers being able to access the Shared Care Record will be:

- Primary Care
- NCHC
- Acutes
- NCC CYP
- Cambridgeshire Community Services



Further information

Further information will be made available on the Norfolk and Waveney ICS website when available. For more details, please visit:

improvinglivesnw.org.uk/our-work/healthier-communities/digital/

For any Queries & Questions, please contact nwicb.shcr@nhs.net.