

# Norfolk & Waveney Shared Care Record (N&WShCR) – FAQ's

## What is the Norfolk and Waveney Shared Care Record (N&WShCR)?

The Norfolk and Waveney Shared Care Record is a way of bringing together all your separate records from the different organisations involved in your health and social care. These are then visible to frontline health and social care professionals, at the point of care, in a read-only view. This will allow them to see relevant information about the care and treatment you have had across all services so that they can make a more informed decision and support you to tell your story once.

## Who does this effect?

Anyone registered with a GP practice in Norfolk and Waveney or registered with any of the Health and Social Care partner organisations.

## Who will see my information?

Health and care records are still confidential. Only health and social care professionals that are directly involved in your care, including practice and hospital administration staff, will see the appropriate information. Professionals with better access to up-to-date, accurate information can provide better treatment and care for you when you need it.

## Which organisations are involved?

The Norfolk and Waveney Integrated Care System bring together NHS organisations, councils, and wider partners in a defined geographical area to deliver more joined up approaches to improving health and care outcomes. The current partners of the Norfolk and Waveney Shared Care Record are:

- Norfolk and Waveney GPs
- NHS Norfolk & Norwich University Hospital
- NHS James Paget University Hospital
- NHS Queen Elizabeth Hospital
- Norfolk Community Health & Care
- East Coast Community Healthcare
- Norfolk County Council
- Norfolk & Suffolk NHS Foundation Trust
- Cambridgeshire Community Services (who provide our health visiting services)
- Integrated Care 24 (our 111 and out of hours provider)
- Norfolk and Waveney Integrated Care Board
- Tapping House Hospice
- St. Elizabeth's Hospice
- East Anglian Children's Hospice – The Nook

## What information will be seen?

Only information that is appropriate for health and social care professionals to access for the purposes of your direct care:

- Prescribed Medications
- Allergies
- Discharge Letters
- Care and Support Plans

- Alerts e.g. safeguarding
- Correspondence exchanged between health and care organisations
- Encounter and Contacts including dates and location
- GP Record
- Community Services Record

### Is it safe?

We set a very high bar for information security compliance within Norfolk and Waveney ICS. We will ensure that any organisation accessing your records has met the required data protection, confidentiality, and information security standards, before gaining access to your records. Access to your records is governed by role-based permissions and checked to make sure that a *legitimate relationship* exists between you and the health and care professional, so that we can ensure only those providing care access your record. Your details will be kept safe and only used for providing direct care.

Your records will not be made public, used for marketing, sold, or shared with any third party.

The Norfolk and Waveney Shared Care Record will not alter your information rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA); therefore, you can still request access to all information that organisations hold about you and details of the organisations accessing your data. To facilitate this each health and care professional will use their own unique log in credentials to access the Norfolk and Waveney Shared Care Record, and we will keep a record of those that have accessed your information, the time and date when it has been accessed and be ready for regular audit.

### What benefit will this have?

- **Improved experience for you:** from knowing that any health or social care professional you see has the information they need to provide you with the best treatment and care or make the most informed decision for your wellbeing.
- **Reduced waiting times and repetition:** because having readily available information means less time contacting different settings and departments and less time repeatedly telling your story or sensitive, sometimes uncomfortable information.
- **More holistic care:** by taking a wider scope of information into account, health and care professionals can communicate easily and proactively, considering your overall health, care, and social circumstance where we are aware and not just considering your immediate condition - doing what is right by you.
- **Increased satisfaction:** and confidence that no matter how complex your condition, that you're in the right place, at the right time, and whomever you see for your direct treatment and care is more informed.

### How does it work?

At present, health and care professionals do not have access to the same set of information about your health and care. Any health and care partner (whether a GP, Hospital Consultant, Physiotherapist, or social worker) currently relies on the information they hold within their own records but can make requests for further information by requesting copies of letters, or email or holding peer to peer conversations. Sometimes they have access to a basic online summary of data from your GP, but use of this is not widespread. These methods can be slow and can delay the provision of care.

With the Norfolk and Waveney Shared Care Record, all your important information will be available to your care team, in most cases through the main computer system they already use. This will eliminate the administrative burden of chasing for your information from colleagues elsewhere and allow those providing care to see the most up-to-date details and progress on your health and care journey.

### What if I need treatment outside of Norfolk and Waveney?

Your information is only accessible by health and care professionals in Norfolk and Waveney. If you need treatment or care outside of Norfolk and Waveney, organisations will continue to share the necessary information in the traditional ways, adhering to all best practice guidelines.

There are Nationally leads workstreams looking at 1) how to link our Shared Care Record to those from other Integrated Care Systems, allowing care professionals to see your information if you receive care outside our geographical area (e.g. in Addenbrooke's Hospital Cambridge, or Lincolnshire Community Services), and 2) at how we can provide access to emergency services such as the East of England Ambulance Trust and the Air Ambulance.

### How much of my information will be shared?

Only the most important health and social care information dated 01/01/2020 to present is shared by our partners and visible in the Norfolk and Waveney Shared Care Record. This provides a holistic view of your health and wellbeing and enables better decisions about your care.

### What if I do not want my information shared?

To receive the most timely and appropriate care possible, we recommend that you allow our health and care partners to view information through the Norfolk and Waveney Shared Care Record. Because of the due diligence undertaken and secure nature of the Norfolk and Waveney Shared Care Record, all partner organisations are signatories to the My Care Record Information Sharing Approach and as such, information already held by our partners will be uploaded to the Norfolk and Waveney Shared Care Record unless you tell us otherwise.

All health and care partners are bound by a duty of confidence and in such circumstances will only share information on the grounds of safeguarding concerns or where obliged by law. This sharing will not take place through the Norfolk and Waveney Shared Care Record.

If individuals do not wish for their information to be accessed for the purpose of their direct care in this way, you may opt out by contacting the Norfolk and Waveney ICB's "Contact Us" Team by emailing your full name, date of birth and preferably your NHS Number to [nwicb.contactus@nhs.net](mailto:nwicb.contactus@nhs.net). If you have any difficulties contacting the team in this way, or do not have access to an email account, you can call the team on 01603 595857 and they will guide you through the process of requesting to have your information removed from the Norfolk and Waveney Shared Care Record.

**Please Note: Opting out of the Norfolk and Waveney Shared Care Record means that your information will be hidden and not accessible by any health and care professionals in this way, even in an emergency. When submitting your request to opt out, you will be reminded of this and asked to confirm that you understand the risk of not sharing this information.**

## What does a shared care record mean in real terms?

### **Use case: Betty, aged 82, has had a fall.**

Betty is brought to the Emergency Department (ED) by a neighbour who witnessed her fall in the garden one Sunday afternoon. The fall resulted in a minor head injury. She has a history of dementia. She speaks to the triage nurse and then is seen by the doctor and must repeat the information again. She can remember some of the drugs she is on but not all of them. She remembers having a Social Care Referral in place – But cannot remember the discussion.

Betty feels overwhelmed spending her time being asked repeatedly for details she can't remember, by a long series of people. Betty feels ignored when she is talking about her family and grandchildren.

### **At present:**

The triage nurse first assesses Betty with the little information provided. She requests the ED Clerk to contact Betty's GP to locate recent medical history and medication list. The ED receptionist has also been tasked to contact Local Government to find the Social Care worker who has recently assessed Betty.

Betty is seen by the ED Consultant who cleaned and dressed Betty's wound. Unfortunately, as the above information cannot be located as it is late on a Sunday afternoon. Betty has been unnecessarily admitted because the care team are unsure what social care package she has in place.

Betty was discharged early Monday morning after an uncomfortable night on Medical Assessment Unit (MAU) for a social admission she did not need.

### **With a Shared Care Record:**

By using the Norfolk and Waveney Shared Care Record, the hospital will be able to view the medication lists / recent GP visit. This will save Betty having to remember her medication and will save her having to repeat her story.

With this information available, in addition to healing Betty's wound – the ED consultant would have been able to do a medication review and ask her GP to change the medication that was causing the falls.

The Norfolk and Waveney Shared Care Record will also show Social Care history – so the Hospital will be able to review what social care Betty receives. With this information, the Hospital could feel confident in discharging her as they could see that Betty has carers visit 3 times a day.

Once Discharged, the Social Care team will be able to access the Norfolk and Waveney Shared Care Record and see the discharge letter, without the needing to chase for the information – this will enable them to plan the care needed from the start of the intervention and liaise with Therapy colleagues about what equipment / adjustments could support Betty at home. This will save Betty having to repeat what happened (potentially struggling to remember the events of the fall)