

What if I want to opt out of sharing my record?

If you do not want to allow any healthcare professionals, other than your GP, to view your shared record, or do not want to have a shared record at all, please call your GP Surgery to discuss.

What happens in an emergency?

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

Is the information secure?

Every care is being taken to protect your confidentiality and all information is stored using the most secure technology available.

Only healthcare professionals directly involved in your care can see your shared record, and only at the time they are treating you.

All staff who access medical records receive training and must follow strict confidentiality guidelines and comply with the Data Protection Act 1998.

All access attempts are recorded and regularly monitored for accuracy. In the unlikely event that your record is accessed inappropriately, it will be investigated and disciplinary action taken if appropriate.

How can I view my medical records?

If you would like to view your medical records, please speak to your GP Surgery or the healthcare professional treating you.

Is this the national Summary Care Record?

No, this is a local shared record and is not linked to a national system.

Where do I find out more?

For more information please speak to your GP surgery or the healthcare professional treating you.

A Question & Answer sheet giving further information is also available at your GP Surgery and at www.cumbria.nhs.uk.

If you have any questions about your medical records, you can also phone our Patient Advice and Liaison Service (PALS) on **0300 1239006** or email: pals.pct@ncumbria.nhs.uk.

If you would like this information in an alternative format (large print, tape or Braille) or different language please ring the Communications Team on 01768 245367. Calls from TypeTalk users are welcome.

Changes to your medical records

This information is only relevant to patients registered at GP surgeries in Eden



Health services in Eden now have the ability to share some information from your medical records with other health services that provide you with care. This information is limited and is called a shared record.

Medical records are increasingly being stored on computers. If you give permission, the healthcare professionals that treat you can view your shared record or an appropriate section of it, through a linked records system. This is done through a secure NHS network, not the internet.

Each health service you visit will continue to add clinical information to their own record of your care. Shared records allow relevant information from these records to be viewed collectively as one record.

How will this benefit me?

Doctors, nurses and other healthcare professionals rely on good communication with their patients – and with each other – to provide the best care possible.

Your medical records contain important information that healthcare professionals need to know in order to give you the most appropriate and safe treatment.

In the past, some important information about your health and treatment may not have been communicated between health services as well as it could be.

By allowing access to your shared record, you can ensure that healthcare professionals treating you have the most up-to-date and accurate information about your overall health, medications and current treatments.

This will allow healthcare staff to give you better advice and provide safer and more effective care.

It will help to ensure that mistakes are avoided and can also reduce the need for you to give different health services the same information repeatedly.

What will be shared?

Information including your name, address, and date of birth, as well as a summary of your health information which includes things such as:

- Your recent diagnoses and test results
- What allergies you have
- What medications and treatment you receive

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

Who can access my record?

With your permission, only healthcare professionals directly involved in your care can view your shared record. This may include:

- Accident & Emergency departments
- GPs, including out of hours GPs (Cumbria Health On Call)
- Community Nurses, Physiotherapists and Occupational Therapists
- Local Hospitals such as the Cumberland Infirmary
- County-wide health services you use such as Cumbria Diabetes or the Cumbria Stop Smoking Service.

Receptionists and administrators may have access to a small amount of information in order to make appointments.

Giving your permission

At the start of your treatment, you will be asked directly for your permission to view your shared record.

Your shared record will only be accessed while you are being treated.

You can decline to share your record.

You can also choose not to share any information with anybody outside your GP Surgery, or change your mind during your treatment and withdraw your consent to view.