

## Detailed Care Record Scheme

### Questions and Answers

**Question 1: who will be able to see my medical record at Royal Lancaster Infirmary and Out of Hours GP services?**

In the Emergency Department (A&E), your record will be available only to doctors and senior nurses who are treating you.

In the Local GP Out of Hours service ( Baycall) your record will only be available to the doctors. Your record will not be available to anyone else.\_

**Question 2: what information will be able to be viewed from my medical record?**

The information viewed is from the summary screen of your medical record. This includes:

- A list of organizations currently involved in your care and contributing to your medical record
- Any active and significant past medical problems, including the date of your last review
- Any medications you are taking
- Any drug and non-drug allergies you may have, e.g. penicillin or nuts
- Any alerts in your record, and imminent and overdue diary entries
- The last four contacts with you, including your last contact
- The results of recent medical investigations
- A summary of your health status – last blood pressure/height/weight/smoking etc

**Question 3: what if I don't want to share my medical record with Royal Lancaster Infirmary or Baycall?**

Your GP Practice can prevent your record from being viewed by anyone else, if that is your express wish. You need to contact the surgery and they will make a note in your records. This will prevent anyone outside the GP Practice being able to access your records.

It is important to understand that if you have already told your GP practice that you do not want to let your hospital see your medical records, you cannot change your mind later at the hospital, even in an emergency. Your decision can only be changed by your GP practice if you tell them that you have changed your mind. They will probably ask you to write to them.

If you have not made arrangements with your GP to block access, then when you visit A&E, or are treated by Baycall, you will be asked by the clinician if he/she can look at your medical records (if he/she feels that this will contribute to your care) and you will have the choice to agree or refuse at that point.

**Question 4: why is the NHS doing this?**

This is about improving the care you receive, particularly if you are critically ill or injured.

Benefits include:

- Faster access to the key information about you (as outlined under Question 2), so that you can be treated more quickly and efficiently
- Better informed decisions by the doctors treating you
- Avoiding repeating tests and investigations if you have recently had these
- Ensuring you are cared for in the best place for your condition – it might also save you from being admitted to hospital

**Question 5: how can I be sure this new system is always being used properly?**

The hospital clinicians will usually only be able to view your medical record for the purposes of treating you and with your explicit consent, and in your presence. If you have opted out at your GP Practice your record cannot be viewed at the hospital under any circumstances. If you have not opted out, then only in very exceptional circumstances can your record be accessed without your explicit consent, eg:

- Your record may be accessed in a medical emergency if you are unconscious or too unwell to give consent, if the hospital doctor believes it is in your best interest.
- Your GP can see who has assessed your detailed care record.
- In addition, the NHS has a legal duty to disclose information without consent in the prevention of terrorism, road traffic incidents or with a Court Order. This legal duty extends to other Acts, i.e. Crime and Disorder and the Children's Act. Sensitive data such as Sexual/Mental health will only be shared if appropriate. This legal duty already exists in the case of medical records that are held at the hospital, and your GP records at your local surgery. It is important to remember that healthcare professionals take extremely seriously their duty to protect their patients' personal and medical information, and will never disclose information unless they are convinced that their legal duty requires them to do so.

**Question 6: will this system be confidential and secure?**

This new computer system which allows you to share your GP record with your hospital is a modern and secure system, fully accredited by the NHS. Access to your record will be tightly controlled, with individual passwords and special identity cards being used. No one at the hospital will be able to do anything to your medical record other than look at it, and that right to look must be granted by you. You, the patient, and your GP, have control of who sees your medical record. Where your record is stored will not change and a copy will not be stored anywhere else. The summary is created from your record when you give consent and and only exists for a short time before automatically being destroyed.