

Connecting your Care

Frequently asked questions

What is South West London Health and Care Partnership?

The South West London Health and Care Partnership is comprised of the organisations providing health and care across the NHS, local authorities and the voluntary sector in six south west London boroughs.

We are working together in four local partnerships, acting as one team to keep people healthy and well in Croydon, Sutton, Kingston & Richmond, and Merton & Wandsworth.

What is Connecting your Care?

We're improving the way we connect your care across South West London. Soon, health and care professionals will be able to access your records from other NHS services when you need them to. This will make it quicker and easier for you when you visit your GP or hospital.

Connecting your Care means that people involved in your care such as your GP, hospital doctors and nurses, will be able to immediately see important information about you through a secure system, to help them make the best decisions about your care, which could be lifesaving in emergency situations.

In the future, we will also be working with other health and social care providers to share a more detailed care record for you. This will include the treatment you receive from community NHS services, mental health services and social care services. This means that everyone involved in your care will be able to make the best decisions for your treatment.

The system will not collect or record any new information about you. It just shows the team looking after you important information about you held in

several different places, to give them information and help them manage your care. The information is shown to them in a summary screen in what is known as a “read-only” view. This means that the information displayed cannot be changed, it can only be read for information.

Systems similar to the “Connecting your Care” already exist in other parts of London, such as in Newham and Homerton, and Lewisham, Greenwich and Bexley. We have worked closely with those organisations, and some of the technical experts who worked in Lewisham and Greenwich are now working on this project with us to ensure we build on their knowledge and experience.

How will Connecting your Care benefit me?

The health and care professionals looking after you will have immediate access to important, and up-to-date information which will enable them to treat you more quickly and efficiently. This will also allow them to provide more joined-up care by working more closely with the other services who are also caring for you.

This means:

- You will only have to share your history once, then other health and care professionals can simply check/confirm it with you
- The people looking after you will be able to see what medications you take and any medication allergies you may have, which makes it safer for them to prescribe new tablets for you
- Your test results will be visible to health and care professionals regardless of where you had the test e.g. if your GP ordered a blood test, and you later attend A&E or an NHS Walk in Centre the doctors will be able to see the result from the GP system. This means they don't have to do the test again, saving you time and potentially discomfort. Similarly, your GP will be able to see the results of tests taken in hospital without having to wait for the hospital summary or letter to arrive in the post

- Most importantly, the people looking after you can make better decisions, with more information available to help them in assessing and treating you, which could be lifesaving in emergency situations.

What information will be shared about me?

Any information shared about you will be part of a pre-defined set of values that have been agreed to be directly relevant to your health and care needs by the organisation that holds this information. The lists of pre-defined information that will be shared electronically for each organisation can be found in Appendix 1, and includes:

- Your name, address and NHS number to help identify you correctly
- Information about your appointments and hospital attendances
- Important clinical history, including diagnoses, the medicines you are taking, and allergies
- Test results, such as blood tests and x-rays.

For residents in Kingston and Sutton (where there is an existing care record agreement):

- If a social care assessment exists, the type of assessment, when it was completed, and when it will be reviewed; your case worker/team.

What information will not be shared about me?

Certain information is classified as highly sensitive and is restricted by law, such as sexual health, assisted conception and adoption records. This information will not be shared.

For residents in Kingston and Sutton:

Social care information relating to financial circumstances or legal status (such as county court judgements or fines) will not be shared as they are not directly relevant to health and care needs.

No children's social care information will be shared as part of this system.

How does it work?

Your information will be available to the health and care professional who is providing services to you, while they are looking at your records on their own system. In addition to being able to look at the information they already hold about you they can also check if other organisations have information that is shareable if it is directly relevant to your health and care needs. For example, when your GP sees you following an A&E attendance they can check what happened to you and have immediate access to important information about your care such as any medication given to you and any follow up care needed.

This is made possible by connecting each organisations' IT systems to the local hospital systems to share information.

Where is my information stored?

Information about you will be stored the same way it is now on each organisation's care record system and is not saved to the new electronic view.

Any information displayed about you in the Connecting your Care view from other health or social care organisations will be only available while your record is being looked at to provide you with direct care.

Who can see my information?

Only the people directly involved in your care, at the time and place when you see them, or when they are preparing to see you or following up results, clinical letters or follow up care.

This might be your GP or practice nurse, hospital doctors and nurses, along with administrators who might be arranging your appointments and care.

Which organisations will be sharing my information?

For the first part of this programme we will be connecting your GP system with the local hospital, so your GP can see your hospital record and health professionals in hospitals can see your GP record. In some areas, where other services are already sharing more information than this, then these services will also be included in the first phase.



When other organisations are joining or there is substantial change to the system, we will inform you. You can also visit our website for an update: www.swlondon.nhs.uk/connectingyourcare

The organisations we are connecting first are:

- GP practices in the boroughs of Croydon, Merton, Kingston, Richmond, Sutton and Wandsworth
- Croydon Health Services NHS Trust
- St George's Healthcare NHS Trust
- Kingston Hospital NHS Foundation Trust
- Epsom & St Helier University Hospitals.

Please note that only patients registered to GPs in the boroughs defined above who attend Epsom Hospital will be sharing information to the Connecting your Care view.

For patients registered with GP practices in Kingston only (following the existing Kingston Care Record) this will also include:

- South West London and St George's Mental Health Trust
- Your Healthcare Community Interest Company
- Royal Borough of Kingston Adult Social Care.

For patients registered with GP practices in Sutton only (following the existing Sutton Integrated Digital Care Record) this will also include:

- London Borough of Sutton Social Care
- Sutton Community Services.

Do I have a choice?

If you are happy for your information to be shared in this way, then you don't need to do anything. The Connecting your Care system will be phased in over the next few months.

What if I want to opt out?

If you do not want your information to be shared, you have the right to opt out by visiting www.swlondon.nhs.uk/connectingyourcare and



South West London

Health & Care
Partnership

downloading the opt-out form. You can also pick up an opt-out form from your GP practice or the Patient Advice and Liaison Services (PALS) at your local hospital.

Opting out of Connecting your Care is not linked in any way to the national data opt out or any other data sharing agreements. If you have previously opted out of local data sharing programmes, you will still need to submit the request to opt out of Connecting your Care – your previous opt outs cannot be carried forward into a different system.

What happens if I opt out?

Opting out means that your health and care information will continue to be shared in the same way it is now – by phone, email, fax or letter – but this will take time to collect and you will not be able to take advantage of the benefits of sharing information electronically through Connecting your Care.

This means that the people looking after you may not have your full history available to them when they assess you and decisions about your care may take longer to make.

What if I change my mind - can I opt back in?

Yes – opting back in is easy. Simply download the “opt in request form” from our website here: www.swlondon.nhs.uk/connectingyourcare or ask your GP or local PALS team at the hospital to print a form for you. You can return the form via email to: connectingyourcare@swlondon.nhs.uk, or send it by mail to Freepost SWL CONNECTING YOUR CARE.

How can you guarantee my information will not fall into the wrong hands? And what legal safeguards are in place?

Only the people directly involved in the care you receive and providing personal care, will be able to see your shared information. There are a number of key safeguards in place to ensure that your information is managed securely and accessed appropriately that include:



- Access to your shared information is strictly controlled by a system known as 'Role Based Access Control' (RBAC). This means that only health and care professionals that have a legitimate reason to see your information have access to it in their electronic record system
- All information collected about you is governed by the Data Protection Act 2018 and General Data Protection Regulation 2016, which requires us to put in place measures to keep it safe.
- Health and care organisations have a responsibility to audit records access on a regular basis and to review data sharing systems. The electronic systems that record your information within each service must pass all the latest national security standards defined by NHS Digital.

Who is responsible for keeping my information safe?

All NHS organisations are governed by the General Data Protection Regulation 2016, which means they are responsible for your information and must keep it safe. Information about you is also protected under the Data Protection Act 2018.

What if the information held about me is wrong?

If you have a concern about an inaccurate record, this can only be addressed by the "data controller" for that piece of information.

The data controller is the organisation who holds the original information in your care record - for example, if a hospital has recorded an incorrect medical diagnosis for you, then you need to approach the hospital to have this information reviewed and amended if necessary.

Is my information secure?

Yes, your information is secure. The Connecting your Care system can only be accessed over a secure network by those with the correct authorisation to log in and see it.



Who is managing the Connecting your Care system?

The Connecting your Care system is jointly developed and managed by all health care provider organisations in South West London and is coordinated by the South West London Health and Care Partnership.

The system operates via the Cerner Health Information Exchange (HIE) platform. Cerner is the company that owns the hospital patient record systems in Croydon University Hospital, Kingston University Hospital and St George University Hospital. Each of these hospitals have contracts in place to manage their own IT system and the Connecting your Care system too.

Epsom and St Helier hospital has a different system, which will connect to the Connecting your Care record view.

Will my information be sold to the private sector?

No. Information about you will not be shared with or sold to private companies.

What is the timescale for the Connecting your Care programme?

The Connecting your Care programme will be phased in over the next few months, with additional work with other health and social care providers to share a more detailed care record for you to continue into 2019-2020.

Can I see my own information online?

Not yet, but this is something we are keen to introduce at a later stage once all the health and care organisations have been connected.

If you want to find out what information an organisation has about you can find this out by making a Subject Access Request to the individual organisation. For more information about making a Subject Access Request visit this website <https://ico.org.uk/your-data-matters/your-right-of-access/>.



Will social services use the information they can see in the Connecting your Care summary view when assessing my benefits claims?

No, information will only ever used for the delivery of personal care.

Is this the same as Summary Care Record (SCR)?

No, the national Summary Care Record is not the same. Your local connected care record in south west London will provide a more detailed view of your health and care records from where they are held.

If I have already opted out of the Summary Care Record will this automatically apply to my Connecting your Care record?

No, you will need to let us know if you want to opt out of the Connecting your Care system. Please see above for information about how to opt out.

I'm new to the area – can I join Connecting your Care?

If you are registered with a participating GP practice, or are receiving care from any of the other participating organisations in South West London, then you will automatically be joined to the system.

Who can I contact for more information?

For more information about Connecting your Care, please visit www.swlondon.nhs.uk/connectingyourcare or contact us:

By email: connectingyourcare@swlondon.nhs.uk

By phone: 0203 668 3100

By post: Freepost SWL CONNECTING YOUR CARE

Appendix 1 – Data items to be shared

Health and care organisation	Data to be shared
<p>Croydon Hospital Kingston Hospital St George’s Hospital</p> <p>Please note that Epsom and St Helier Hospital will not be able to share their information in this system in Phase 1, but they can view your information held by other systems</p>	Demographics & Visits
	Future appointments
	In-patient Discharge Summary
	Emergency Discharge Summary
	Clinic Letters
	Antenatal Booking Summary
	Antenatal Discharge Summary
	Maternity Discharge Summary
	Newborn Discharge Summary
	Postnatal Discharge Summary
	Lab results
	Radiology results
	Cancer MDT Powerforms
	Allergies
	Diagnosis
	Immunisations
	Medications
Problems	
Procedures	
Visits	
Social History	
<p>GP Practices (Primary Care) for all boroughs</p>	Patient Details
	Summary
	Diagnosis
	Events
	Examinations
	Investigations
	Medications
	Problems
	Procedures
	Risks/Warnings
Coded data and associated text	
<p>Kingston Community Services (provided by Your Healthcare)</p>	Demographics
	Alerts
	Contacts
	Contact Type
	Diagnoses
	Encounters
	Activities

	Referrals
	Care Plans
Croydon Community Services	Observation
	Referral
	Problems
	History
	Examination (heading)
	Family History (heading)
	Social History
	Comment note
	Procedure codes (community)
	Clinical document
	Assessment Tool Details
	Test Request
South West London St George's Mental Health Trust	Demographics
	Referrals
	Progress Notes
	Care Plan
	Appointments
	Event Timeline
	Risk and Alerts
	Allergies and Adverse Reactions
	Current Assessments
	Recent Results
	Mental Health Act Status
	Discharge Summary
Royal Borough of Kingston Adult Social Care	Demographics
	Caseworker Information
	Disability Details
	Associated Carer Information
	Risk Types
	Care Plans
	Needs and Outcomes
London Borough of Sutton Social Care	Unique Identifier (NHS number)
	Advocate involved
	Personal relationships (next of kin)
	Current social care involvement
	Allocated teams
	Allocated workers
Sutton Community Services	Demographics
	Referrals

This is an outline proposal of the data to be shared, pending a formal agreement

(Sutton Health and Care Provider
Alliance – RiO)

This is an outline proposal of the
data to be shared, pending a
formal agreement

Progress Notes
Care Plan
Appointments
Event Timeline
Risk and Alerts
Allergies and Adverse Reactions
Current Assessments
Recent Results
Discharge Summary