

## What happens in an emergency?

If someone is unconscious or too unwell to give their permission then the system will allow a healthcare professional to access the shared record without permission - but only in the case of a medical emergency.

## How will you keep my information safe?

All your information is stored using the most secure technology available and is covered by strict confidentiality guidelines and the Data Protection Act 1998. For security the shared record is accessed via a secure NHS network, not the internet. For more information email us on:

[D-CCG.informationgovernance@nhs.net](mailto:D-CCG.informationgovernance@nhs.net)

## How is the local shared care record in Devon different to Care.data and the national Summary Care Record?

Both Care.data and the national Summary Care Record are separate and national initiatives which are not connected to the local shared care record in Devon. For more information about the national initiatives you can visit the NHS Choices website:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/care-data.aspx>

You have the right to stop information that identifies you from being shared, locally and/or nationally, outside your GP practice.

## Where do I find out more?

Our web pages provide detailed information: [www.newdevonccg.nhs.uk](http://www.newdevonccg.nhs.uk) Search shared care record or go to our CCG wide projects page under the 'Your CCG' tab.

If you would like to know more about the shared record programme then email our enquiry line at:

[D-CCG.informationgovernance@nhs.net](mailto:D-CCG.informationgovernance@nhs.net)

## Where can I find help and support?

If you need help with anything about your health record or the shared health record, or you would like this information in large print, audio, braille or a different language contact our Patient Advice and Complaints Team at:

**Patient Advice and Complaints Team**  
NHS Northern Eastern and Western Devon  
Clinical Commissioning Group  
FREEPOST EX184  
County Hall  
Topsham Road  
Exeter  
EX2 4QL

**Tel:** 01392 267 665 / 0300 123 1672

**Text for a call back:** 07789 741 099

**Email:** [pals.devon@nhs.net](mailto:pals.devon@nhs.net)

HEALTHY  
PEOPLE  
living healthy lives  
in healthy communities

Making your local  
health record work  
better for you



Northern, Eastern and Western Devon  
Clinical Commissioning Group

## What are we trying to achieve?

Many people think that their GP health record is available to all healthcare professionals involved in their care, but this is not always the case.

At the moment, each professional you see keeps a separate record. This can mean some important information not being communicated between health services as well as it could be.

To help, we are launching a local shared record programme that will make it possible for health professionals to view relevant information about you.

## How will a shared record help?

A shared record means that:

- Your healthcare professionals have the most up to date and accurate information about your health, medications and treatment
- You get better advice and safer and more effective care
- Mistakes are avoided
- You will not have to repeat your medical history so often

## What information will be shared?

The information shared includes your name, address and date of birth and a summary of your health information including:

- Diagnoses and test results
- Any allergies you have
- Medications & treatment you receive

## How will it work?

The shared record puts you in control. At the start of your treatment, you will be asked for your permission to view your shared record. If you agree, then the health professional will only be able to view the record whilst you are being treated.

You can change your mind at any time during your treatment and withdraw your consent.

## Can I say no to a shared record?

You are in control and can choose not to share any information with anybody outside your GP Surgery. You should contact your surgery if you choose not to have a shared record at all.

## Who will be able to see my record?

Only health professionals you give permission to and who are directly involved in your care will be able to view the shared record. This may include staff from:

- Emergency departments & Minor Injury Units
- GPs, including out of hours GPs
- Community nurses
- Physiotherapists and occupational therapists
- County wide services such as Ambulance services
- Local hospitals

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



Credit Tony Cobley and Visit Devon