

Connecting your Care

Additional Supporting information for Health & Care Professionals

This document should be read in conjunction with the Frequently Asked Questions – Patients and Service Users.

The information here is intended to provide you with additional information about the Connecting your Care programme, and to support you in responding to questions about the change to the way in which information is being shared from patients, service users and members of the public.

What is the Connecting your Care programme

The “Connecting your Care” programme is a way of bringing together health and social care information from each of the different organisations in South West London (SW London) to provide a read only, shared information platform that will transform the speed and ease with which you can assess and treat the patients and service users in your care.

The Connecting your Care view will provide a “connected” view of the information held in each of the different organisations in South West London where your patient/service user has an existing electronic clinical or care record. The Connecting your Care view is available only either through your own clinical system, or via a secure organisation-supported network and cannot be accessed via the generic internet.

What are the benefits?

The Connecting your Care view will provide you with immediate access to an agreed set of important patient/service user information in real time, at point of care.

The information will be updated within the last 24 hours for social care and community services information and will be immediately updated for other clinical systems.

Access to the summary view can save you/your team time in having to manually request results, current medications, medical history and information about referrals and appointments, and could reduce the number of duplicate tests and investigations ordered as results from other systems will be immediately available to you.

You will be able to see a snapshot view of a patient history, current and past medications and previous “event” summaries, such as discharge and clinic letters, so you will have a broader understanding of the patient story that you can then verify with the



patient/service user, rather than require the patient/service user to accurately remember their medication dosages and the outcome of any previous appointments.

A quick review of the Connecting your Care view before assessing your patient or service user will give you valuable information at point of care and should speed up the patient or service user's journey.

What information is NOT shared?

Information that would not usually be shared, such as sensitive information around sexual health, assisted conception, adopted person records or children's social care records will not be shared to the Connecting your Care view.

The responsibility for ensuring that such information is not shared to the Connecting your Care view is the responsibility of each individual provider as the data controller, and each record system is configured to ensure that sensitive data is not shared. This configuration is managed by the system provider – for example, for general practice systems this responsibility lies with Healthcare Gateway to manage what is shared via the Medical Information Gateway (MIG). GP practices and individual users will not need to do anything to ensure that this happens.

How up to date is the information?

Hospital, GP and mental health services information is shared in “real time”. Where other systems are connected, community and social care information is shared within 24 hours.

Will the Connecting your Care view replace the system I use now?

No. You will continue to use your main record system as you do currently, and all data will continue to be *recorded* in your existing system. Your organisation's electronic record system will have a link configured to connect it to the local Cerner Health Information Exchange (HIE) at your local hospital. This is the platform that will deliver the Connecting your Care view.

The HIE does not collect or record any new information – you will continue to manage your patient record via your existing home system.

How often will I have to change my password?

You do not need a password for the Connecting your Care view, for most users you will access it via your existing system, and so there is no separate password.

How do I access the CYC Summary View?

The Connecting your Care view will be available primarily as a link within your existing system - you simply open the patient or service user record, and then click the link or tab on your screen to open the view. We call this an “in-context” or “contextual” link – you open the summary view with the patient record already “in context.”



What if there is no link in my usual patient/service user record system?

In some organisations the technical development to create the in-context link is still in progress. Where there is no in-context link in the first phase of the Connecting your Care programme, you will be given access to a stand-alone web-browser view that will show you the same information as that seen via the in-context link but will require you to log in separately and search for the patient or service user first. Where the in-context link is not delivered in the first phase, it will be developed in next phase of the programme.

Who can see the Connecting your Care view?

The Connecting your Care view can be accessed for the purposes of direct care only.

Access to the Connecting your Care view will be aligned to your existing role-based access controls, and therefore available only to those users who can currently launch the electronic patient record within their own organisation. Connecting your Care view.

What's to stop a user viewing a record they have no legitimate reason to view?

All health and care services employees have both a legal and an ethical duty of confidentiality.

For the majority of users, access to the Connecting your Care view will be through your usual clinical system, and legitimate access rights are typically authenticated via your local system access and Role Based Access Controls. Access to records will be audited and action taken if any inappropriate access is identified.

Where there is an in-context link, you will only be able to launch the Connecting your Care view for patients that exist within your organisation, and with whom you have a legitimate relationship for the purposes of direct care - there is no facility to search for any patient that does not have a record on your own system.

Where users are accessing the stand-alone Connecting your Care view (where you will need to search directly for a patient) the governance rules about legitimate access for direct care will be rigorously audited.

The Cerner HIE platform, on which the Connecting your Care views built, has a robust audit capability, and records details of each transaction with each patient record. Regular access audits will be run, as your organisation would do now with your existing record system. Action can be taken in accordance with local protocol if a user has been found to be deliberately accessing patient/service user information for purposes other than direct care.



Who is responsible for acting on patient results seen in the Connecting your Care view?

The Connecting your Care view is simply a tool to support clinical practice by providing the health and care professional with immediate access to information that will help to assess a patient or service user's needs. It does not change any current clinical governance processes.

Usual practice would be that clinical responsibility for follow-up of an investigation remains with the professional who requests the investigation, unless a specific request to the contrary is made.

Health and care professionals should exercise caution if they choose, for example, to share results with a patient that they have not themselves requested, to ensure that the appropriate governance has been followed and the patient or service user has been informed of any significant outcome by the appropriate professional. The Connecting your Care programme has also issued a statement in relation to this issue that can be viewed on the website www.swlondon.nhs.uk/connectingyourcare.

Do I have to attend training, and how long does it take?

The Connecting your Care view is accessed either via a link within your organisation's electronic record system, or via a stand-alone web-portal. It is a read-only platform, with no data entry, and so training needs are minimal. Training will be provided locally to key staff in your organisation when the platform is launched, and a cascade/train the trainer approach will be taken. There will also be user guides to support you.

Is patient consent required?

In accordance with the new General Data Protection Regulations 2016, explicit consent is no longer required for information sharing for the purposes of direct care. Therefore, the Connecting your Care system does not ask for consent before launch, but rather works on an explicit optout model.

Supporting documentation that describes the governance processes defined and deployed in the delivery of the Connecting your Care programme is available and can be downloaded here: www.swlondon.nhs.uk/connectingyourcare.

Health and care professionals have a "legal duty to share" information when it is in the best interest of the patient/service user (Heath and Social Care Act 2015), and in reality, the information being shared to the Connecting your Care view is the same as that that is currently shared by other means - via phone, email, letter and fax. There is nothing new being shared, but rather we are simply introducing a safer, quicker and secure way of sharing information, in real time, at point of care, in a single view, that is already shared by other means.



Do patients know their information is being shared?

The public already largely expect health and care providers to be sharing information between different systems, and there is plenty of anecdotal evidence that they are surprised to find this isn't already happening.

Providers have a legal duty to inform their patients/service users when a change to how information is managed is introduced and give them an opportunity to opt-out of the changes.

Organisations do this by publishing a Privacy Notice, and with a privacy notice campaign". The privacy notice campaign runs for an agreed duration during which every effort is made to advertise the change to the public, prior to an agreed launch date of the new process/system. In South West London (and in keeping with other data-sharing initiatives across health and social care providers in London) the privacy notice campaign will run for a minimum period of 8 weeks.

It is important that you understand what the change in the means of information sharing means for your patients and service users, so you can answer their questions or point them in the right direction for more information when the privacy notice campaign commences.

What is the Privacy Notice Campaign?

The Privacy Notice is a legal document that all providers must publish advising their patients and service users how their information will be managed – how it is stored, shared and disposed of, and the reason and duration of each accordingly.

The privacy notice *campaign* is the activity that takes place so that members of the public, patients and service users who attend any health or social care organisation within South West London during this period are alerted to the change to the way in which their information will be managed prior to the launch of the Connecting your Care view.

To meet the legal requirements and to highlight the privacy notice campaign, you will be expected to place leaflets and posters in prominent places (such as waiting areas, poster boards, clinic rooms) so they can be easily seen, and to provide links to the supporting documents via your website,

You will need to record when the posters and leaflets were first made available so that, in the event of a patient or /service user challenge, you can demonstrate that you are compliant with the agreed Information Governance guidelines around the campaign for your locality. Your own privacy notice may need updating to reflect this sharing of information.

The campaign will be coordinated by the **South West London Health and Care Partnership** and will be delivered in collaboration with your CCG communication and engagement/facilitation team. This information will be made public in a variety of locations including GP Practices and other healthcare settings **as well as in local newspapers and via digital platforms such as Facebook and Twitter.**



Who do patients or service users contact if they have questions or want to opt-out?

Please provide them with a copy of the Frequently asked questions and an opt-out form if they request it (your reception or PALS team should be able to print these out on request if they do not have a supply on hand). Patients who have opted out of sharing information via the Connecting your Care view can also opt back in at any time.

People can also visit the Connecting your Care webpage for more information at www.swlondon.nhs.uk/connectingyourcare and download any of the information leaflets and forms from there.

