

Connecting your Care Clinical Record Sharing Programme

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Glossary

Abbreviation	Full title
CCG	Care Commissioning Group
CYC	Connecting your Care
DCC	Data Controller Console
DPA	Data Protection Act
GDPR	General Data Privacy Regulations
HCG	Healthcare Gateway
HIE	Health Information Exchange
IG	Information Governance
IG WG	Information Governance Working Group
ISA	Information Sharing Agreement
KCR	Kingston Care Record
LHCIE	London Health and Care Information Exchange
MIG	Medical Interoperability Gateway
PNC	Privacy Notice Campaign
PSISA	Purpose Specific Information Sharing Agreement
SCR	Summary Care Record
SME	Subject Matter Expert
SWL	South West London
SWL HCP	South West London Health and Care Partnership

1 Introduction

1.1 Phase 1

Thank you for engaging with us to deliver the first phase of the **Connecting your Care** initiative as part of the South West London (SWL) Interoperability Programme. This document is intended as a practical guide to help each practice prepare for joining the programme.

The **Connecting your Care view** is an information sharing tool, built on the Cerner Health Information Exchange (HIE) platform that presents an aggregated data view of a set of predefined patient clinical datasets held in the different associated systems across South West London. Phase 1 of the programme will focus on sharing information between primary and secondary care (with some exceptions to accommodate existing information-sharing programmes) across the six boroughs in South West London and will later go on to incorporate other urgent care, walk in, mental health, community and social care services.

The tool will be used for the purposes of direct care, and as such is fully compliant with the requirements of the Data Protection Act [DPA] (2018) and General Data Protection Regulation [GDPR] (2016).

A principle requirement of delivery is that health care professionals should be able to launch the Connecting your Care view from within their existing patient/service user record system - and we aim to do this for most providers by the configuration of what is known as a “contextual link”. For GPs using EMIS this will require the submission of some technical information to allow the necessary system settings changes, and a set of local configuration activities to be managed before the contextual link is live. There are no local configuration requirements if you are using Vision.

As part of the programme it will be necessary to manage a Privacy Notice Campaign to alert the public and your patients/service users to the proposed change to the way in which their information will be shared. Your CCG will be providing a local Engagement Facilitator/Team who will provide guidance and support throughout this configuration process and will work with you to manage the Privacy Notice Campaign for the public, and to provide staff awareness and training. As part of the Privacy Notice Campaign your team will need to understand the benefits that the Connecting your Care view brings both to yourselves and your patients, and to be advocates of the improved information-sharing model with the public.

The purpose of the Connecting your Care view is to deliver real change and benefit to both health and care professionals and your patients/service users by finally giving you access to key information held outside of your own clinical record, usually in real time and at point of care.



1.2 Phase 2

The Phase 2 business case is in progress and will further enhance the capabilities of Phase 1 delivering information sharing connectivity to all remaining health and care organisations in South West London. Other organisations that will be connected in Phase 2 will include:

- Community Services
- Adult Social Care
- Mental Health Services
- Urgent care/Walk in Centres/NHS 111
- Ambulance Trusts.

2 Consent, governance and opting out

2.1 Consent and governance

The South West London Information Governance Working Group (IG WG) was established in October 2017 and has been responsible for the delivery of the agreed South West London-wide Information Sharing Agreement (ISA) Tier 1 and Tier 2 templates, and the creation of the necessary communications to support the Privacy Notice Campaign, the Data Protection Impact Assessment (DPIA) and the approved opt-out process and associated documentation.

The South West London IG WG is comprised of representatives from each partner organisation in South West London that will be part of the Connecting your Care programme. The group has been supported by a dedicated North East London Commissioning Support Unit (NEL CSU) IG Subject Matter Expert (SME), as well as IG Leads from other provider organisations.

All outputs from the IG WG have been approved by the Interoperability Phase 1 (IOP1) Project Board and presented to the South West London Digital Portfolio Board, and have been reviewed legally, and by the local and London-wide Local Medical Councils.

In accordance with the requirements related to your “legal duty to share” (Health and Social Care Act 2015), and supported by the Data Protection Act 2018, and General Data Protection Regulations 2016, an **implicit consent - explicit opt out** model has been approved and adopted. This places a legal requirement on each organisation to ensure that their patients and service users are given adequate opportunity to be made aware of the change to how their information will be shared, and to opt out of the new information-sharing model if they wish to. This is to be managed via a Privacy Notice Campaign (see section 4 below). It is important to note that no new information is being shared to the Connecting your Care view – the information you will be able to see is already being shared by other means – phone, email, fax and letter. The Connecting your Care view is simply aggregating this information into a real-time view in “patient context”.



The approved opt-out process document can be found in section 7.4, Appendix 1.

2.2 Opting out

Patients and service users may opt out of information sharing to the Connecting your Care view. To do so they need to complete an opt-out form and return it to the FREEPOST address or email address provided on the form. Printed FREEPOST envelopes will be provided to you.

You should be able to provide a patient with an opt out form if it is requested. The opt-out form will be provided to you in pdf format for local printing as part of the published Connecting your Care Health and Care Professionals Toolkit and can also be downloaded from the Connecting your Care webpage at: www.swlondon.nhs.uk/connectingyourcare.

If patients have further questions before deciding to opt out they should be directed to the South West London Connecting your Care website (as above) or given a leaflet that contains the “contact us” information.

If a patient subsequently changes their mind and wishes to opt back in, an opt in form can also be downloaded from the website www.swlondon.nhs.uk/connectingyourcare.

Where a patient has previously opted out of other information sharing initiatives (such as the Kingston Care Record) it should be noted that this opt out does not carry forward into the Connecting your Care platform, and therefore the patient will need to submit the specific Connecting your Care opt-out request form. See also 7.1 Summary Care Record.

3 The South West London Information Sharing Agreement and the Data Controller Console

3.1 The South West London Information Sharing Agreements

Since project initiation the South West London Health and Care Partnership (SWL HCP) have been working to deliver a universal, South West London-wide ISA that will meet the needs of the overarching interoperability programme, and will eliminate the need for multiple, individual ISAs between all individual providers. The SWL IG WG has been meeting since October 2017 and is comprised of representation from across the HCP, chaired by Kevin Fitzgerald (SWL Interoperability Programme Chief Information Officer) and led by the North East London Commissioning Support Unit IG SME.

The South West London ISA model to be implemented is a two-tier ISA system. Tier 1 being the overarching ISA Framework and Tier 2 being the Purpose Specific Information Sharing Agreement (PSISA) applicable to this phase of delivery.



Organisations must sign both of these documents prior to commencing information sharing.

The IG WG approved the SW London Tier 1 ISA in July 2018, and the Tier 2 Purpose Specific ISA (PSISA) in August 2018. Both ISAs have additionally been approved at the Interoperability Phase 1 Project Board and presented to the SWL Digital Portfolio Board.

The ISAs are fully Data Protection Act 2018 and General Data Protection Regulation 2016 compliant, have additionally been through both a legal and local/London-wide Local Medical Council review.

To progress with the interoperability programme each engaged provider will be required to sign both the Tier 1 ISA and Tier 2 PSISAs and publish the necessary Privacy Notice and Privacy Notice Campaign materials to the public within their organisation.

To facilitate the ISA signing process, it has been agreed by the South West London Health and Care Partnership Digital Portfolio Board that this will be managed via the Data Controller Console (DCC) tool.

3.2 What is the Data Controller Console?

The Data Controller Console (DCC) is a new online system that will make it easier and more efficient for NHS and other provider organisations in London to store, update and track the status of local/London-wide ISAs. It will make the process of creating, agreeing and updating ISAs more efficient and less time consuming; reduce paperwork; manage updates and make it track/audit ISA signatories by organisation. The principle users of the DCC will be information governance managers in trusts, care providers and local authorities, and practice managers in GP practices.

More information on the DCC can be found here

<https://www.healthylondon.org/our-work/digital/data-controller-console/> along with instructions and guidance for signing up your organisation. Your GP Engagement Lead/Team will also issue guidance to support you and will work with you if required to help you in signing up to both the DCC and the necessary ISAs for Phase 1.

4 Privacy notice campaign and opting out

As part of the agreed consent model, there is a legal requirement to ensure that members of the public are given enough notice about changes to the way in which their information may be shared, and to give them the opportunity to opt out of participating in the change. To ensure your patients and service users have adequate opportunity to



be informed about the information sharing, and to opt out if they so wish, you will need to run a “Privacy Notice Campaign” (PNC).

Along with the requirement to display the PNC communications, you will also need to ensure that anyone on your team who is patient/public facing should have a basic understanding of the programme and be able to signpost patients/members of the public to additional information sources.

Patients who wish to opt out in the first instance should also be made aware that they may choose to opt back in at any time – the opt-in form can be found along with other public facing information on the website.

4.1 Informing Patients – General Practice

A series of public facing communication materials about the purpose of the Connecting your Care view have been developed and include:

- A Privacy Notice that you will need to sign and publish, and make available to the public if requested
- An easy read version of the Privacy Notice
- A patient information leaflet
- A patient information poster
- An opt-out form
- Patient-facing Frequently Asked Questions (FAQs).

The printable communications material directs the reader to more information at the South West London Connecting your Care webpage at www.swlondon.nhs.uk/connectingyourcare.

All published communications material is available to download from the website.

A communications pack, including a starter pack of posters and Privacy Notice leaflets will be distributed to each GP Practice by your GP Engagement Lead/Team. As part of your legal requirement to publish information about the change in the way information will be shared to your patients, you will need to appropriately display the Privacy Notice Campaign materials, including placing posters and leaflets in visible locations, such as the waiting area and bathrooms; and updating the existing practice Privacy Notice (i.e. the notice that tells your patients how you use their information) to reflect this new method of sharing patient and service user’s information.

Practices may also consider including one or more of the following options in the local patient awareness campaign, considering how to best reach the local demographic:

- include a leaflet in new patient registration packs
- include a leaflet with repeat prescriptions and information on the prescription reordering part of any paper prescription, maybe the web page address
- include information on the GP practice website
- include information on the online appointment booking pages



- use existing communication channels such as newsletters
- use the Patient Participation Group (PPG) to raise awareness.

Your GP Engagement Lead/Team will discuss the above methods with you to agree how you will manage the Privacy Notice Campaign within your practice.

The Privacy Notice Campaign duration for your borough will run for a minimum duration of 8 weeks, as agreed by your local CCG IG Steering Group (or equivalent).

4.2 Informing Patients - your local acute trust

This is a joint venture between your local acute trust and other providers, and so the roll out is managed as a joint activity with them. They will be running a simultaneous Privacy Notice Campaign, placing similar posters and leaflets in public areas, and briefing staff to respond to questions. They will also include information about Connecting your Care in the Privacy Notice section of their own website, and links to the South West London Connecting your Care webpages as above.

4.3 Opting out

Please see section 2.2 above.

5 What Information Will Be Shared?

5.1 Primary Care

EMIS and Vision both share information to the Connecting your Care view via the Medical Interoperability Gateway (MIG). This uses a standard data extract/template that will include the following information:

Agreed Dataset to Share – Primary Care – via MIG
Patient Details
Summary
Diagnosis
Events
Examinations
Investigations
Medications
Problems
Procedures
Risks/Warnings
Coded information with associated freetext



This is a pre-defined and agreed dataset that will not be amended for Phase 1. The data is shared via a real-time “API” call to the MIG – no data is saved to the HIE. Information displayed cannot be saved, imported or amended – it is a read only, virtual view for information. Text from the clinical system such as clinic notes is not shared, just coded information, along with values and associated text fields describing the coded information (e.g. shoulder dislocation – “left”, or pulse rate: “80”).

5.2 Secondary Care

The local acute Trusts all use the Cerner Millennium solution, and have the potential to share the following items to the Connecting your Care view:

Agreed Dataset to Share – Secondary Care – via HIE
Demographics & Visits
Future appointments
IP/DC Discharge Summary
ED Discharge Summary
OP Clinic Letters
Antenatal Booking Summary
Antenatal Discharge Summary
Maternity Discharge
Newborn Discharge
Postnatal Discharge Summary
Lab results
Radiology results
Allergies
Diagnosis
Immunisations
Medications
Problems
Procedures
Visits
Vital Signs
Social History

This is a pre-defined and agreed dataset that will not be amended/ for Phase 1. Where there is no facility for an API call in real time to a partner solution, each HIE solution in South West London will have backloaded data for clinical completeness that should display in the region of 2 years’ worth of historical data in some/all of these categories. Information displayed cannot be saved or imported or amended – it is a read only, virtual view only, for information, at point of care.

5.3 Other providers

In Phase 1, it has also been agreed that where existing information-sharing platforms exist these will be brought into scope. At this time, this means that information from



Croydon Community Services, and the Kingston Care Record (KCR) (made up of Community Services, Mental Health Services and Adult Social Care) will also be sharing information to the Connecting your Care view. The datasets to be shared will be as follows:

Provider	Agreed Dataset to Share
Kingston Community Services (Your Healthcare)	Demographics
	Alerts
	Contacts
	Contact Type
	Diagnoses
	Encounters
	Activities
	Referrals
Croydon Community Services	Observation
	Referral
	Problems
	History
	Examination (heading)
	Family History (heading)
	Social History
	Comment note
	Procedure codes (community)
	Clinical document
	Assessment Tool Details
	TestRequest
	Observation
South West London and St George's Mental Health Services	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



Provider	Agreed Dataset to Share
	Risk Types
	Care Plans
	Needs and Outcomes

These are pre-defined and agreed dataset that will not be amended for Phase 1. The data will be shared either via an overnight batch file (in the case of Adult Social Care and Community Services in Kingston) and saved to the Cerner HIE secure server, or a real-time API call (Primary Care and SWL STG Mental Health). Information displayed cannot be saved or imported or amended – it is a read only, virtual view only, for information at point of care.

5.4 Connecting to the London Health and Care Information Exchange (LHCIE)

At the completion of Phase 1 the acute trusts engaged will additionally connect up to the pan-London Health and Care information Exchange (LHCIE). This means that where a patient has a corresponding record held at any partner organisation within the LHCIE you will be able to view the associated information within your contextual view if the necessary ISAs have been signed.

For more information about the LHCIE please visit:

<https://www.healthylondon.org/our-work/digital/london-health-care-information-exchange/>.

6 Getting ready to go live

“Go live” for your practice means the formal launching of the configured and tested Connecting your Care view link within your practice system.

The SWL delivery team and your CCG have appointed a GP Engagement Lead/Team to provide hands-on support and guidance to help you with this process, which will start with creating a DCC User Profile and signing the SW London-wide ISAs, and will include:

- completing the necessary technical checklists to ensure that your devices can be configured to launch the Connecting your Care view from within your practice system
- providing staff awareness support and training.

If you are reading this document then this contact should already have been made, and you should know who your GP Engagement Lead/Team is.

Your GP Engagement Lead/Team will be responsible for completing both a Practice IG and Technical Readiness Assessment. Once the necessary IG and technical steps have been completed, your practice details will be submitted to the Healthcare Gateway to



initiate the technical process required prior to being able to configure your local contextual link.

Your GP Engagement Lead/Team will have a project plan and will agree PNC and go live timescales with you/your practice directly (there will be several “batches” of GP Practices going live simultaneously across the borough). However, for clarity, your high-level activities will include:

1. Staff awareness briefings – understanding the Connecting your Care view – benefits to you and your patients
2. Launch Privacy Notice Campaign
3. Practice designated IG Lead to register with DCC and create User Profile
4. Sign Tier 1 ISA
5. Sign Tier 2 ISA (PSISA)
6. Complete readiness and technical due diligence checklists
7. Agree the process for system upgrade to include contextual link code
8. Configure and test contextual link
9. User training and familiarisation post go live
10. Handover to BAU and service support.

No data from a GP Practice will be shared until that practice has signed the necessary ISAs.

6.1 Practice System Set Up

Practices using EMIS web will need to use the Data Sharing Manager module of EMIS to activate a data sharing agreement before information from the practice will be available for sharing via the MIG. Separate documentation will be provided by the project team with guidance on how to enable sharing for your practice.

This step does not apply to practices using VISION.

6.2 IG Toolkit

It is best practice for all GP practices to comply with the current Information Governance Toolkit for General Practice. If there is a case where a GP Practice does not comply to the IG Toolkit they must present an action plan that demonstrates the move towards this.

6.3 Training

There is a very intuitive web-based system with no requirement to enter data – simply open the patient record within your existing record system and click on the Connecting your Care view link (NOTE: in EMIS this link is called **Cerner Portal** and in Vision it is called **Health Information Exchange**). The value to you and your team should be obvious once you can see the richness of data available to help support you in real-time assessment and decision making, planning and tracking referrals and care management pathways. Your GP Engagement Lead/Team will share with you more information



about benefits, real life use cases and some “dos and don’ts” about what you can see and do with the information shared to you. They will also provide a quick user guide. It is expected that staff engagement updates before launch will include an introduction to the demonstration pathway and will allow key members of your team to become familiar with the overall purpose. However, effective training will be most likely once the solution is live, and real-time user support will be provided on launch of the contextual link for your practice. Your GP Engagement Lead/Team will plan this with you directly.

It would be valuable for you to identify a practice super-user to support practice staff and undertake cascade training.

6.4 Practice and Technical Readiness Checklist

Your GP Engagement Lead/Team will work with you to complete the necessary practice and technical readiness checklists.

7 Additional Information

7.1 Summary Care Record

The Summary Care Record (SCR) is entirely separate from the Connecting your Care system, and SCR opt out does not carry forward. Any patient that wishes to opt out of sharing their information via the Connecting your Care view will need to submit a new opt-out request (see 2.2).

7.2 Monitoring and audit tools

As the host and data processor, your local acute trust will undertake regular audits in relation to appropriate and inappropriate subject access, along with usage measurements recording the number of times the Connecting your Care view has been launched by provider organisation.

7.3 For more information

Please see the Additional Supporting Information for Health and Care Professionals, and the patient-facing Frequently Asked Questions documents.

7.4 Appendix 1 Supporting Documents



SWL HIE Opt Out
Process_v2_FINAL.pdf