

Connecting your Care campaign launch

Dear Practice Staff

I am writing to inform you about the 'Connecting your Care' programme which we are launching across south west London to improve the way we connect IT systems to enable effective information sharing of patient data between health and care providers across south west London.

What is Connecting Your Care?

"Connecting your Care" is the principle behind the launch of the South West London Health and Care Partnership's Digital Interoperability Programme.

The first phase of this programme is now underway across the six boroughs in south west London:

- Croydon
- Wandsworth
- Merton
- Richmond
- Kingston
- Sutton

The programme will focus on connecting GP practice systems (EMIS and Vision) to the information sharing platform provided by Cerner and hosted by your local acute hospital. The platform itself is called the Health Information Exchange (HIE) and will deliver the Connecting your Care (CYC) view.

The first phase of the project will focus on connecting GP systems to the local HIE and replicating existing health and social care connections (such as in the Kingston Care Record) where these also exist. Once this is complete we will transition into the second phase, which will incorporate the outstanding health and care organisations within south west London and eventually across London.

Local deployment will include the configuration of an "in-context" link from EMIS/Vision to the acute Trust's HIE, so that you can launch the Connecting your Care view from within your existing patient record system.

You will not need to log in to a secondary solution via an external link or with secondary user log in requirements.

The Connecting your Care view is read-only, which means you are not able to save or import data to or from the acute or other systems, but it will present to you an aggregated view of

patient information in real-time held in other partner organisations who have also agreed to record sharing.

Access to real-time information has been shown to deliver significant benefits to both patients and clinicians in assessing and managing care pathways and supporting multi-disciplinary working.

Real-time data sharing solutions have also been proven to generate savings in seeking and responding to requests for information about patients and could also reduce the need for duplicate tests and investigations.

Information for patients

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 view does not ask for consent before launch, but rather works on an explicit opt out model. This is also the approach being taken across the whole of London in support of the London Health and Care Information Exchange programme.

Supporting documentation that describes the governance processes defined and deployed in the delivery of the Connecting Your Care project are 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 or 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 or letter.

We are working to ensure that adequate notice has been given to patients and members of the public that the change to the way in which their information is shared is coming, and they have been provided an opportunity to opt out via a locally coordinated privacy notice campaign.

Information sharing agreements

There will be two Information Sharing Agreements introduced to enable sharing to Connecting your Care view. These will be an overarching Tier 1 Information Sharing Agreement (ISA), and the Tier 2 Purpose Specific Information Sharing Agreement (PSISA). Your GP Facilitation Lead/Team will manage the process of signing these with you.

Privacy notice campaign

Providers have a legal duty to inform their patients or 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 by running 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 in London) the privacy notice campaign will run for a minimum period of eight weeks. The Privacy Notice is a legal document that all providers must publish advising their patients or service users how their information will be managed, including 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 in south west London during this period are alerted to the change to the way their information will be managed. This needs to happen 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 asked 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 South West London Health and Care Partnership and will be delivered in collaboration with your CCG communication and engagement 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.

How will I be supported in making the change?

Your local CCG is managing the roll out of the Connecting your Care view to all their practices and will have a team assigned to provide you with the necessary support to arrange staff briefings and updates as the project progresses.

They will also support you in signing the new Information Sharing Agreements and undertake some necessary system due diligence to ensure the local changes can be made to your system. Once configured, they will also be on hand to provide staff training around using the HIE in your day to day activities.

Your GP Facilitation Lead/Team will be in contact shortly to start this process with you. In the meantime, please take a look at the additional Connecting your Care documents, which will give you more information about how to prepare for the introduction of Connecting your Care to your practice. You can also find additional information on our web page www.swlondon.nhs.uk/connectingyourcare.

Thank you for your time.

Kind regards,

