



Worcestershire Integrated Electronic Patient Record

Patient Information Leaflet

Introduction

Herefordshire and Worcestershire Health and Care NHS Trust and General Practices (GPs) across Worcestershire are working together to deliver integrated electronic health records to enable the sharing of your personal health data between health professionals to help improve healthcare services. This will ensure you are supported and your health records can be accessed by the right healthcare professionals at the right time.

What is integrated electronic health record?

Your integrated electronic health record (EHR) is made up of all your relevant health information and data stored in a digital format. Allowing healthcare professionals directly involved in your care to access the right information securely through EMIS clinical system software, ensuring you receive the best possible care.

How are my records linked up?

Primarily your EHR data will be linked via your NHS number, or other key identifiers such as name, postcode and date of birth. The tested and certified EMIS clinical system then uses specially designed matching algorithms to link matching records.

What are the benefits?

Integrating your EHR will enable healthcare professionals who are directly involved in your healthcare to provide you with the best possible care. Currently healthcare providers you visit may each hold a different set of records about you. These records often contain duplicate information; or one record may hold information about a specific treatment or medication, and the other may not. The primary benefits to having an integrated EHR include:

- Avoidance of duplicate investigations or repeating the same information to different clinicians, thus improving your patient experience.
- Clinicians will have an increased awareness of key patient information e.g. prescribed medications.
- Reduced hospital attendances/admissions as clinicians will have awareness of pre-existing conditions and treatment plans.

What information will be shared?

Your demographical information such as;

- Name
- Date of birth
- Gender
- Ethnic origin
- Postal or email address
- NHS number
- Telephone number
- Next of kin.

Your medical information such as:

- dates and outcomes of hospital visits;
- upcoming appointments;
- allergies, referrals, prescribed medications, investigations, and diagnoses.

Details of the healthcare professionals involved in your care.

Who will have access to my health record?

Only those who are directly involved in your healthcare (e.g. registered and regulated health professionals and administrative staff). These professionals owe a duty of confidentiality as a result of their employment by their healthcare organisations.

Can I opt-out or object to having an integrated electronic health record?

Yes, you have general right to opt-out or raise an objection to having your record fully or partly integrated.

If you do not wish to integrate your full health record or, a particular piece of your health information, you can exercise your right by contacting your relevant GP or Herefordshire and Worcestershire Health and Care NHS Trust. Generally, we would recommend that you think carefully before opting out of having your health record integrated because sharing information about your health will make it easier for healthcare professionals to provide you with the best possible treatment and experience. This will also enable healthcare professionals to access up-to-date information about your health in circumstances where intervention is necessary to save or protect your life.

What if I opted out but then want to opt back in?

Yes, you can opt back in by talking to your GP Practice or Herefordshire and Worcestershire Health and Care NHS Trust.

Where can I find more information?

We have prepared additional communication materials such as Frequently Asked Question (FAQ), posters, to provide you with more information about the integrated electronic health record. Furthermore, we have updated our Privacy Notice that tells you about we use your personal information and we keep it secure (confidential).

If you are concerned about how we use or share your information, please speak to your GP or a health professional in Herefordshire and Worcestershire Health and Care NHS Trust and they will provide you with the best-informed advice. For more information visit www.hacw.nhs.uk/electronicpatientrecord This material is available in alternative formats upon request.

Do you have a concern, complaint or comment?

Contact: Patient Relations Team, Herefordshire and Worcestershire Health and Care NHS Trust 2 Kings Court, Charles Hastings Way, Worcester. WR5 1JR Tel: 01905 681517 Email: Whcnhs.pals@nhs.net

Do you have a communication or information support need?

If so please contact the person who gave you this leaflet so that those needs can be recorded and responded to.

Do you need to know about accessibility?

Read our detailed guides at www.AccessAble.co.uk



Do you get stressed, anxious or have low mood?

Visit www.hacw.nhs.uk/healthyminds to find out more or call **01905 766124**.