

Your Care Connected Vision Practice Quick Reference Guide

Helping you to support your
patients and staff

NHS

Your medical history could
**save
your life**

Sharing information to improve
the care you receive



Saving Lives



Saving Time



Protecting Information



**Your Care
Connected**

Practice Quick Reference Guide

What is Your Care Connected?

Your Care Connected is a new service being implemented across Birmingham, Sandwell and Solihull which will allow the doctors, nurses and other registered healthcare professionals working in secondary care to view information from a patient's GP record, with the patient's permission, to provide them with better, safer care.

What are the benefits?

- Faster and easier access to your patients' medical information, which could save lives
- Less time filling in forms or repeating information
- More secure than the record being sent by fax or post
- Improves the safety and quality of the care your patients receive, particularly in emergencies
- Less time spent on the phone and fax providing or requesting patient information

Who are records shared with?

We can currently share records with:

- Birmingham and Solihull Mental Health Foundation Trust
- Birmingham City Hospital
- Good Hope Hospital
- Heartlands Hospital
- Queen Elizabeth Hospital
- Sandwell General Hospital
- Solihull Hospital
- Birmingham Children's Hospital

These organisations will have access soon (updates will be available on our website):

- Birmingham Community Healthcare
- The Royal Orthopaedic Hospital
- West Midlands Ambulance Service
- Badger Group Out Of Hours Services
- Primecare Out of Hours Services

What can they see using Your Care Connected?

- | | |
|-----------------------------------|--|
| ✓ Demographics (age, gender etc) | ✓ Vaccinations and immunisations |
| ✓ Diagnoses | ✓ Referrals and admissions |
| ✓ Medication | ✓ End of life wishes |
| ✓ Allergies | ✓ Concerns related to abuse of vulnerable children or adults |
| ✓ Investigations and test results | |

The following sensitive information is not shared

We follow national guidance on patient confidentiality and the sharing of sensitive information. As a result, Your Care Connected does not currently share information relating to:

- X IVF Treatment
- X Gender reassignment
- X HIV and AIDS
- X Termination of pregnancy
- X STDs
- X Free text from the GP record

How it works

When a patient visits a participating secondary care organisation, the treating clinician will:

- Inform the patient that they wish to view information from their GP record using Your Care Connected
- Ensure the patient understands this
- Ask for the patient's permission – the patient can decline at this point if they so choose
 - If the patient grants permission, the clinician can view the record on screen
 - If the patient has opted-out via their practice, the clinician receives a message to say the patient record is unavailable
- The record is requested directly from your practice clinical system and displayed without the sensitive information listed above.

Your Care Connected and other data sharing initiatives

It is important to understand the differences between Your Care Connected and other data sharing initiatives you or your patients may have heard of to avoid any possible confusion:

	Your Care Connected	Summary Care Record	Care.Data
Purpose:	Direct patient care	Direct patient care	Research
Region:	Local	National	National
Information shared:	Demographics Diagnoses Medication & Allergies Investigations and test results Vaccinations and immunisations Referrals and admissions End of life wishes Concerns related to abuse of vulnerable children or adults Excludes sensitive information e.g. HIV, terminations No free text	Medications & allergies	Medications & allergies Problems & test results No free text <i>Effectively anonymised unless otherwise stated</i> Please note that Care.Data is no longer in use, but patients may still be aware of it.
Storage:	Real time look-up Not extracted and stored elsewhere	Central database (Data extracted & stored in data warehouse)	Central database (Data extracted & stored in data warehouse)
Access:	Legitimate relationship + smartcard and/or secure login	Legitimate relationship + smartcard	Effectively anonymised data unless otherwise stated

Going live with Your Care Connected

Going live with Your Care Connected is very easy, but requires completion of some simple activities before we can activate your practice to begin sharing:



1. If your practice wishes to participate in Your Care Connected, your Caldicott Guardian will need to sign our data sharing agreement.
2. We will complete a data quality assessment with you, either remotely or by visiting your practice.
3. Once you have signed the DSA, we will write out to your patients on your behalf, telling them about Your Care Connected and offering them a chance to opt out.
4. If any patients wish to opt out following the mail out*, you will need to process these on the VISION system within four weeks
5. Once this has been completed, data sharing will be activated.

** Patients will have four weeks from the mail out to opt-out before the service is activated and their record becomes available. They can opt-out at any time after the initial four weeks, but their record may be accessible, with their permission, in the meantime if they visit one of the participating organisations.*

Supporting your patients

It is important that patients understand what Your Care Connected is, how it benefits them, what data is shared and with whom so that they can make an informed decision about whether or not they wish to take part. This is why we want to make sure your patients can find out about Your Care Connected in a variety of different ways.

To support your patients, we are:

- Writing out to your registered patients on your behalf
- Providing you with leaflets and posters to put in your surgery
- Working with your staff to ensure they are able to answer basic queries about the service
- Providing a comprehensive website with a patient-friendly area
- Providing a Freephone telephone number and email address if patients or staff have queries
- Visiting as many Patient Participation Groups and other patient engagement events as possible

If you'd like one of the Your Care Connected team to visit your PPG, please let us know.

Visit our website



Phone us



Email us



How to opt a patient out or back in to local sharing

A patient can choose to opt out of sharing their record through Your Care Connected at any time by:

- Returning a completed opt-out form (either by post or by hand)
- Speaking directly to a member of practice staff

IMPORTANT: Please ensure the patient understands the consequences of opting out:

- Those treating them in hospital will not be able to access their GP record using Your Care Connected, even in an emergency
- It may lead to complications, such as being prescribed a medication that reacts poorly with one they are already taking which the clinician is unaware of
- It may increase the need to duplicate tests, such as blood tests or x-rays, because the treating clinician won't have access to the patient's latest results
- The patient may have to repeat their information numerous times if different people treat them during their hospital visit, or they may need to fill out more forms
- Treating clinicians can phone the practice and ask for the information to be sent via fax; if the practice is closed, this may lead to increased wait times or even overnight stays in hospital
- It will also automatically stop their record being shared for any other local data sharing projects (for example, GP practice to practice sharing for extended opening hours and seven day access)

To opt a patient out of sharing through Your Care Connected:

Recording patient opt-outs on Vision is very straightforward. Simply retrieve the relevant patient's record in the usual way, and add the following Read Code in the same way that you would for any other: 'Refused Consent for Upload to Local Shared Electronic Record' (93C1).

This will then prevent the patient's record from being shared via Your Care Connected.

The Your Care Connected opt-out form has the patient's NHS number printed on it to make it easy for you to identify the correct patient.

To opt a patient back in to sharing through Your Care Connected (can only be done at the practice):

Simply delete the 'Refused Consent for Upload to Local Shared Electronic Record' (93C1).

This will then allow the record to be shared, if required, via Your Care Connected.

Processing opt outs returned as part of the patient mail out

An opt-out form and free post return envelope will be provided as part of the patient mail out.

Any forms returned in this manner will be forwarded directly to your practice via our mail house provider (CFH Docmail). It is important that:

1. All opt outs are processed using the steps on the previous page
2. Any forms are stored securely or scanned into the appropriate patient's record

Please ensure that opt-out forms are processed in a timely manner so that data sharing can be activated after the 4 week opt-out period.

How to enable data sharing from your practice

Once your practice has processed all of the opt-outs received during the 4 week opt-out period we will be in touch with you to arrange a date to activate data sharing.

We will activate data sharing remotely, but it is important that this is not done before all of the opt-outs received during the opt-out period have been processed.

To order more leaflets or posters

If you would like more Your Care Connected leaflets to put in new patient registration packs, or posters for your practice, please email us on:

InfoMidlandsYourCareConnected@nhs.net

We can also produce our publications in Braille, large print, easy read (accessible text format). Information can also be made available in a range of other languages.



Get in touch

If you have any questions, queries or concerns, please contact the team on the details below:

MidlandsYourCareConnected.nhs.uk

Freephone 0333 150 3388

InfoMidlandsYourCareConnected@nhs.net