

# The work we are doing in North West London concentrates on improving care for you

## Your choices

You have the choice about whether to share your integrated care record and who can see it. If you are happy to share your information, you will be giving consent to the following:

- Your care information may be shared with other professionals (for instance, acute consultants, mental health consultants, community health professionals, social care workers)
- Your care plan may be discussed at a case conference to get advice from the multidisciplinary team
- Some care information will be made anonymous and shared with other organisations to help them improve services across the system

You'll be asked to give your consent each time care professionals want to access your records in appointments and you can say no. You can 'opt-out' at any time. If you would like to do this, please tell your care provider.

## What does integrated care feel like?

People have described how integrated care felt for them:

*'Taken together, my care and support help me to **live the life I want to the best of my ability**'*

*'The professionals involved with my care talk to each other. **We all work as a team**'*

*'I have **one point of contact who understands me** and my condition'*

*'I can **see my own information and my care plan is accessible** by the professionals that support me'*

## How do I find out more?

If you would like to know more about how we are improving the way we provide care across North West London, please contact us on:

✉ [breccg.nwlwholesystems-isa@nhs.net](mailto:breccg.nwlwholesystems-isa@nhs.net)

✉ WSIC ISA, NWL CCGs , 2<sup>nd</sup> floor, 15 Marylebone Road, London, NW1 5JD



# Sharing your information to improve your care

Integrating care in North West London

## Providing your care in a more co-ordinated way

We've listened carefully to what's important to you and are making important changes in North West London to improve how we help you stay well.

We know how confusing it can be trying to find the right care at the right time and we understand how frustrating it is to repeat your story each time you contact a different service.

With a joined-up or 'integrated' system, you'll be able to plan how you receive your care whether it's from your GP, local hospital or other local care services.

Everyone will know how you prefer to stay well and we will work together with you as a team, to make the best decisions about your diagnosis, treatment and care plan.

We'll support you so you can remain independent and lead full lives within their community.

## Sharing your health and social care information

Whether you're visiting your GP, attending hospital or being seen at home by a care professional, we want to ensure you are looked after in the best way possible.

We can only do this if all the health and social care professionals involved in your care can share a summary of relevant information in your health and social care records.

The **benefits** to you sharing your information:

- ✓ You won't have to repeat your health and social care information
- ✓ Care professionals will be able to find information when they need it
- ✓ You'll be able to avoid unnecessary appointments and tests
- ✓ You'll be more involved in decisions about your care
- ✓ You will be able to see your own information

## What information will be shared?

Only GPs, hospital doctors, nurses, social workers and other health and social care professionals, who are in direct contact with you, will have access to your health and social care information, known as your Integrated Care Record.

The integrated care record will include test results, medications, allergies and social, health and wellbeing information relevant to your care. The professionals treating you will be able to look at computer records of the care you get from other organisations, including your GP, social care worker or the hospital.

This sharing of information will also help the health and social care system to work together to improve care services in North West London, through better planning and working in a more joined-up way.

## Is my information protected?

Your information is protected under the Data Protection Act 1998, which means your personal information will only ever be used to support your own direct care. It will not be shared with, or sold to, anyone else. It is also separate from care.data.