# Integrated Care Record – One Health and Care

# Frequently Asked Questions (FAQs)

Here are a series of frequently asked questions that patients may seek clarification on:

**Q1. Who can see my data in One Health and Care?**

A1. A wide range of health and social care professionals from the following organisations in Staffordshire and Stoke-on-Trent who are directly involved in an individual’s care:

* Staffordshire and Stoke-on-Trent GP practices
* University Hospitals of North Midlands NHS Trust
* Midlands Partnership NHS Foundation Trust
* North Staffordshire Combined Healthcare NHS Trust
* Staffordshire County Council (Social Care)
* Stoke-on-Trent City Council (Social Care)
* West Midlands Ambulance Service (View Only)
* Continuing Health Care MLCSU (View Only)
* University Hospitals of Derby & Burton NHS Foundation Trust

In 2021 the organisations listed below will have access to One Health and Care

* Shropshire Telford and Wrekin GP practices
* Shropshire Community Health NHS Trust
* Midlands Partnership NHS Foundation Trust
* Shropshire Council (Social Care)
* Telford and Wrekin Council (Social Care)
* Shrewsbury and Telford Hospital NHS Trust
* Robert Jones & Agnes Hunt Orthopaedic Hospital

**Q2. Who is responsible for One Health and Care?**

A2. One Health and Care is owned and governed by the NHS and local authorities of Staffordshire, Stoke-on-Trent, Shropshire Telford and Wrekin.

**Q3. What are the benefits of sharing my record?**

A3. The benefits of sharing records in One Health and Care are as follows:

* Reduce how often you need to repeat your health and social care history to individuals involved in your care and support.
* Improve your safety, the clinicians have up to date medications and allergy information direct from the GP system.
* Improve clinical decision making, the clinician can see recent visits and also any tests requested and prescriptions issued.
* Improve clinical efficiency, by ensuring the clinical teams have appropriate and timely access to clinical information to inform your care.

**Q4. Is this a local or national project?**

A4. This is local, you may have heard of similar projects in other areas. However, One Health and Care, is unique to your local area.

**Q5. Doesn’t everyone involved in my health and social care already have access to this information?**

A5. No, each organisation will keep its own record. For example, everyone who is registered at a GP practice will have a record kept at that practice.

If you attend a local hospital, they will create their own record, and the same for social care services. Many of these records are now held electronically, which means that we can now start to bring all the information together in one place for a fuller picture to support care needs.

**Q6. I live in one county, but I am registered with a GP in a different county, so am I included?**

A6. Currently patients who are registered with a GP practice in Staffordshire, Stoke-on-Trent, Shropshire Telford and Wrekin CCG areas will have their GP information included in One Health and Care.  As the project expands and more partners become involved, this will grow and expand.

**Q7. How will you prevent the information being used inappropriately?**

A7. For health and social care organisations to be able to keep records about you, by law they must comply with the Data Protection Legislation. All staff members within these organisations receive training on their responsibilities under the Legislation.

Your record is kept on a secure database and is never shared with anyone who is not directly involved in your care. Every time anyone accesses your record, a log is kept of who they are and what they looked at.

Use of your information is governed by existing rules and regulations to protect patient confidentiality. The NHS and Local Authorities take data management and security of confidential information very seriously.

Information held within One Health and Care, will never be made public, used for advertising, or sold. Professionals accessing your information are subject to the existing codes of conduct for NHS and local authority staff, which means they must respect patient privacy and keep all information about you safe.

For more information about how the NHS handles your health records visit [NHS Choices](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx).

**Q8. Can I see my information, or could someone ask to see it on my behalf?**

A8. Yes. You have the right, under the Data Protection Legislation, to request access to any information that organisations like the NHS hold about you.

This includes copies of paper, electronic and hybrid patient health records. For more information about how to view your health care or social care records, please visit the relevant partner organisations website.

**Q9. Does One Health and Care include sensitive information?**

A9. Some sensitive information is withheld from your shared record. Sensitive information such as attendance at sexual health clinics, fertility treatment records, and records relating to gender reassignment will not be included.

An Information Sharing Agreement for One Health and Care is in place to ensure the appropriate exclusions are in place to meet legal/statutory requirements and sensitivity concerns.

**Q10. What if I don't want my information to be viewed?**

A10. You are able to object from One Health and Care and prevent your data being viewed on the system, though please be aware that **we do not recommend this**.

If you choose to object, your information will not be available via One Health and Care however it will continue to be shared by health and care organisations by phone, email, and on paper where required as part of your direct care. Please consider carefully before raising an objection as it could mean vital information about you is not immediately available when you require health or social care support.

**Q11. Can an objection be raised for children's records?**

A11. A parent or guardian can raise an objection in relation to a child they are responsible for and their data being viewed within One Health and Care, however the age and competency of that child must be taken into consideration. A GP will have input into this decision as part of their duty of care to the child.

**Q12. What if I want to change my mind and reverse my objection?**

A12. If you have previously objected from One Health and Care, you can remove the objection at any time by contacting any care professional but only the GP can update the clinical system. Your GP record will be updated to enable data viewing in One Health and Care.

Identified sets of Primary Care clinical data will be recreated in One Health and Care, once the GP clinical system is updated with the objection removal, patient data will be viewable in One Health and Care for all partners.