

## What kind of information will be shared?

### List of diagnosed conditions

So healthcare professionals have a complete record of your care.

### Medication

So everyone treating you knows what medicines you've been prescribed.

### Allergies

To make sure you aren't given medicine that might give you an adverse reaction.

### Test results

To speed up your treatment and care.

### Referrals, clinic and discharge information

To make sure the people caring for you have all the information they need about other treatment you're having elsewhere.

### Address and telephone number

Your up-to-date contact details.

## Can anyone see my records?

Your medical records will still be confidential. They will only be looked at by people who are directly involved in your care. Doctors, nurses and other health care professionals rely on good communication with their patients - and with each other - to provide the best care possible.

We won't share your information with anyone who doesn't need it to provide treatment, care and support to you. Your details will be kept safe and won't be made public, passed on to a third party who is not directly involved in your care, used for advertising or sold.



# Great North Care Record

## Can I opt out of my records being shared via the Great North Care Record?

Yes you can choose not to have a Great North Care Record, but sharing your medical information will make it easier to provide the best care and support for you.

For more information please call: **0344 811 9587**  
or email: **[gncarerecord@nhs.net](mailto:gncarerecord@nhs.net)**

The Great North Care Record is supported by NHS organisations across the North East. For further details, visit:

**[www.greatnorthcarerecord.org.uk](http://www.greatnorthcarerecord.org.uk)**



## Your information

in the right place,  
at the right time.

## What is your Great North Care Record?

At the moment, every health care organisation holds a different set of records about you. Information in different records may be duplicated or incomplete.

Your Great North Care Record is the development of access for health professionals to view your electronic medical records, that will over time include a range of healthcare information to help improve the care you receive in the North East.



## Why do you need to share my information?

The aim of the Great North Care Record is to support you with safer, more joined up care and to give healthcare professionals access to more accurate and consistent information across all services, in turn releasing more time to offer continuity of care for patients.

We want to ensure that with each patient's informed consent, your information is available at the point you receive care to other NHS healthcare providers including hospitals, mental health services, out-of-hours doctors, NHS 111 and the ambulance service.

Information is already shared by phone and paper records and the Great North Care Record will allow this to happen more efficiently and securely.

## Can I choose who can view my Great North Care Record?

**Yes.** Your consent will be sought prior to your record being viewed at the point of care. We are only sharing commonly asked for information (e.g. medications you have been prescribed, test results) and have put safeguards in place so that only people directly involved in your care will have access to it.

Your consent will then be recorded by NHS staff, and available for audit and review by both primary and secondary care.

## Where do I give consent?

You can give consent to healthcare professionals at a range of health services where you are receiving care including Emergency Department (formerly A&E) and out-of-hours services.

eg: If you fall ill and need treatment at Emergency Department (formerly A&E) the doctor or nurse may need to know more about you; including what medication you are taking or if you have any allergies. They will ask for your permission to view your Great North Care Record.

## How do I know my records are kept safe?

By law, everyone working in, or on behalf of the NHS, must respect your privacy and keep all information about you safe. The Great North Care Record will be viewed via a secure and encrypted system that meets NHS security standards. The system keeps a record of everyone who has accessed a patient record, the time and date when they accessed it and the information they were viewing. The laws on data protection are clear and we take them very seriously. We regularly check to make sure that only people who need to see your patient record are viewing it.

## Is information sharing happening in other parts of the country?

Yes. Patient information sharing has been successfully implemented in many areas including Northumberland, North Tyneside, Newcastle Gateshead and Cumbria. By building on success in other areas the local NHS wants to improve how healthcare staff communicate using existing technology and information to deliver safer healthcare in this area.

## What do I do if I have a concern about the use of my Great North Care Record?

Please contact our helpline on **0344 811 9587** or email [gncarerecord@nhs.net](mailto:gncarerecord@nhs.net)

## Who can amend or add information to my Great North Care Record?

It is a 'view only' system, and only shows information from your existing general practice health record within the North East.

## Can I access my medical records?

Yes. The Data Protection Act 1998 allows you to find out what information is held about you, on computer and in certain manual records. This is known as 'right of subject access' and applies to your health and social care records.

If you want to see or receive a copy of your records speak to a member of staff at your care provider who will be able to help you.