

Bedfordshire, Luton and Milton Keynes (BLMK) Bedfordshire Care Alliance (BCA) Shared Care Record (ShCR)

Frequently Asked Questions for health and care professionals

What is the BLMK Shared Care Record (ShCR)?

Every Integrated Care System is required to have a shared care record (ShCR) to improve direct care for residents across all health and social care settings. For BLMK ICS, this is a service designed to ensure that our residents direct care is supported by the most complete information available using the existing secure electrical systems, without the need to log into a separate system.

Completely confidential, this digital shared care record brings data together from partner organisations across Bedfordshire, Luton, and Milton Keynes (BLMK) or the purposes of direct care.

The BLMK ShCR service is supported by two information sharing systems, one for Bedfordshire and Luton and one for Milton Keynes. There are plans to connect these by the end of 2022.

These FAQs relate to the Bedfordshire and Luton information systems part of the service only.

Over the next few months, the BLMK health and care organisations that look after our residents will get access to the ShCR service as their electronic records systems are connected.

Once connected, if you are providing direct care, you will be able to view residents' records held within the electronic record systems of organisations across the ICS including:

- GP Practices
- Local Authorities (social services information only)
- Hospitals
- Community Care, Mental Health, and Ambulance providers

The ShCR is read only – you will not be able to make changes to the information you see in the other electronic records systems. You should continue to use your own electronic records system to record or change information.

How does the ShCR work?

The ShCR brings residents' information into a central view that is available to you if you are involved in their direct care.

It is designed to be intuitive and simple to use. When you are given access to the ShCR, training will be provided to ensure that you have the necessary skills and knowledge to access residents' information to improve the care you provide for them.

How do I access the ShCR?

You will be given access via your existing electronic records system or by individual user account in accordance with your local system access policy. All information viewed within the ShCR is fully auditable.

What are the benefits of having a ShCR?

The benefits of sharing records are as follows:

- Reduces how often residents need to repeat their health and social care history
- Improves the safety of our residents, as you have up to date medications and allergy information direct from the GP system and across the ICS
- Improves your clinical decision making, allows you to see the most recent episodes of care, tests requested, and changes made to prescribed medications carried out by other health and care professionals
- Improves operational efficiency by ensuring you have appropriate and timely access to clinical information from one system to inform the care you provide
- Improves cost efficiency by reducing the need to repeat investigations or tests which may have already been carried out in other care settings
- Reduces the amount of time you spend dealing with telephone calls and emails either requesting or chasing resident information

What information will I be able to see?

The information that you will be able to view if you are directly involved in a resident's care is listed below:

- Name, date of birth, gender, address, telephone number, NHS number
- GP practice and registered GP
- Medications, allergies, ongoing and historic conditions, immunisations and diagnoses
- Test results, hospital referrals, admissions, discharges and clinics attended
- Social and mental health information and care plans

You are bound by professional confidentiality. Highly sensitive and special categories of personal data, such as attendance at sexual health clinics, fertility treatment records, and records relating to gender reassignment will **not** be included.

You will see the amount of information available grow as more organisations join the ShCR and more data becomes available.

How should I use the information I can see?

- Think about the information you share with a resident. Being able to see the results of investigations you haven't ordered doesn't mean you should deliver those results. Therefore, you must ensure that the results are delivered appropriately by the professional that ordered the investigation
- Only use the information you can see on the ShCR to enhance the care you directly provide. This includes supervising an administrator to access records to check appointments or test results
- Continue to use your professional judgement. The ShCR does not give you the full record
- To ensure the information is kept secure, you should not print, or screen shot any of the information you can see within the ShCR
- Remember your duty of confidentiality and responsibility to access information only where necessary for direct care

What do I do if the ShCR isn't working?

GP Practices: IT Support for the Bedfordshire and Luton part of the service is provided by Bedfordshire Hospitals NHS Foundation Trust. Therefore, incidents can only be reported by your Practice Manager to the Service Desk.

All other partner organisations: Contact your normal IT service desk if you have any technical problems with the ShCR

Are residents able to access their record via the ShCR?

No, the ShCR is not a portal for residents to access their records. This is something we will develop in the future.

What's the difference between the ShCR and the Summary Care Record?

The ShCR provides a more detailed view of a resident's health, care, and treatment records from across multiple organisations to support the delivery of direct care.

The Summary Care Record is a national initiative that contains the most important information from a resident's GP Practice record only.

Do I need to obtain consent from the resident to access their information in the ShCR?

No, but in the interests of transparency you should still tell the resident that you will be accessing their record if possible. Accessing and using a resident's record via the ShCR must be appropriate and meet their expectations regarding the necessity to use their information to enhance the care you provide.

Can residents object to their information being viewable on the ShCR?

Yes, residents can object to their information being viewed on the ShCR for direct care purposes, under the UK General Data Protection Regulations (UKGDPR).

Every resident will have a record, regardless of age. Their rights, including a child's and those who manage the affairs of a resident who is incapable of managing his or her own affairs, are covered by UK GDPR.

If a resident chooses to object, their records will be unavailable via the ShCR, whilst the objection is being reviewed. Their records will be restricted, and you will be unable to view the records from other services. However, they will continue to be shared by health and care organisations by phone, email and on paper where required, as part of the resident's direct care.

If a resident does not want their records to be viewed on the ShCR, they need to contact the health or care team that provides their care, and they will be able to help. Therefore, you need to be aware that residents may ask you for more information and that you may receive Right to Object requests.

In the case of a request, you should follow your organisation's own process for information governance and data protection to record any objections and the actions that need to be taken within the given timeframe.

In any objection, residents need to demonstrate compelling legitimate grounds relating to their situation. This right is not absolute and their data may continue to be used if compelling legitimate grounds can be demonstrated.

If an objection to sharing is agreed, the resident's record will be unavailable via the ShCR.

Residents should carefully consider raising an objection as it could mean vital information about them is not immediately available when they require health or social care support.

Can an objection be raised for children's records?

Yes, a parent or guardian can raise an objection to a child's records being viewed within the ShCR in relation to a child they are responsible for.

From the age of 13 years, the Information Commissioner's Office regards children as having the competence to make decisions on the processing of the information that forms their record.

If a parent or guardian does not want their child's records to be viewable in the ShCR, they need to contact the health or care team that provides the care.

As health and care professionals, you will have input into any decision as part of your duty of care to the child.

Can a resident change their mind about objecting to share?

Yes, residents can remove their objection at any time. Please follow your organisational process to manage these requests.

Further information

You can find out more and direct residents to our website:

[Shared Health and Care Record - Bedfordshire, Luton and Milton Keynes Integrated Care System \(blmkhealthandcarepartnership.org\)](https://blmkhealthandcarepartnership.org)

Please email: blmkicb.sharedrecord@nhs.net if you have any queries.

Information about the Milton Keynes Health Information Exchange service can be found here: [eCARE - Milton Keynes University Hospital \(mkuh.nhs.uk\)](https://mkuh.nhs.uk)