**My Care Record Information for Tri.X**

**SCOPE OF THIS CHAPTER**

This chapter explains the principles and operating procedures around the shared health and social care record in Buckinghamshire that is known as My Care Record.

**1. Introduction**

My Care Record is a shared system that enables health and social care professionals to see combined health and social care records for adults and children in Buckinghamshire. This does not mean that we have access to health systems, or that they have access to our systems. It means we are sharing some information about our clients in a separate view only system that all professionals can see.

**2. Agreement for Sharing Data**

A Tier 2 Data Sharing Agreement has been signed by the Chief Executives of each of the following organisations: -

* Buckinghamshire GPs (NB Water Meadow Surgery in Chesham has yet to be included)
* Buckinghamshire Healthcare NHS Trust
* Acute (hospitals)
* Community (community health team)
* Oxford Health Foundation NHS Trust (mental health)
* Buckinghamshire Council
* Adult Social Care
* Children’s Social Care
* South Central Ambulance Service
* Out of hours’ provider collaborative (out of hours GP services)

In the future, the system will also link across the Thames Valley and Surrey.

Each organisation’s information is normally updated overnight, although some hospital information is available real time.

A Data Processing Impact Assessment has been completed both by the NHS and by Buckinghamshire Council. In addition, My Care Record was only made live following a rigorous clinical risk assessment process and sign off.

**3. What Information is Shared?**

Each organisation determines what information they share. Some organisations are sharing more than others. We have no control over what information the other organisations are sharing.

We have opted to share just enough information about our vulnerable children to enable our health colleagues to get a background of the work we are undertaking. If they need more information, then they have our contact details and can speak to a social worker.

Information about the child is extracted from LCS and loaded into My Care Record each night. This means that changes made to LCS today will be available for people to see on My Care Record tomorrow.

**4. Benefits of My Care Record**

My Care Record provides a joined up record of coordinated care. It supports clinicians and social care practitioners in making informed decisions about their patient’s health and care.

Use of My Care Record will eliminate the need for sending Patient Confidential Data by fax and/or email and supports reducing workload in General Practice so that GPs have more time focus on their patients.

Patients will not have to retell their story and care needs to different health and care organisations, as staff involved in their care journey will have appropriate and secure access to the information to coordinate the delivery of timely joined-up care.

There is a reduced risk to patients by having access to up to date information about the patient. This brings better outcomes from care and treatment.

**5. My Care Record Patient Awareness**

A wide range of online information and FAQs for patients, with patient-facing materials (including leaflets), has been provided about My Care Record. This includes materials that can be printed and displayed within health and care organisations, libraries and other public-facing Buckinghamshire Council outlets. There is also an NHS managed My Care Record mailbox for any public queries.

**6. Access and Audit**

**6.1 How do I Access My Care Record**

My Care Record is accessed from the Health link on LCS.

**6.2 Who determines who has access to the shared record**

It is up to each participating organisation to determine who has access to My Care Record. This will primarily be professionals who have a supporting role in the care of the child.

We have decided that anyone who has access to LCS will also have access to My Care Record and this is controlled via the LCS user profiles.

The information available on My Care Record will shortly be made available to the patients themselves through an online Personal Health Record (PHR).

**6.3 When should My Care Record Be Accessed?**

This is **MOST IMPORTANT**. My Care Record should only be accessed when you are providing direct care to a child. Direct care is defined as:

## *“A clinical, social or public health activity concerned with the prevention, investigation and treatment of illness and the alleviation of suffering of individuals. It includes supporting individuals’ ability to function and improve their participation in life and society. It includes the assurance of safe, high-quality care and treatment through local audit, the management of untoward or adverse incidents, person satisfaction, health or social care professionals and their team with whom the individual has a legitimate relationship for their care.”*

## Source: Department of Health (2013) Information: to share or not to share.

 Accessing My Care Record outside of this golden rule is strictly forbidden and may be considered misconduct. This rule includes accessing your own personal record using your work login.

**6.4 Audit**

There is a full and comprehensive audit function included which logs everything you do on the system. Access is monitored centrally by our health colleagues using sophisticated reporting tools.

**7. Consent**

All data shared in My Care Record is shared securely, under the national legal basis of sharing information for the purposes of direct patient care. Under GPDR sharing information for direct care is not done on the basis of consent.

Health consequently operate on an opt- out basis for consent, so all patient information is included unless the patient has specifically withdrawn consent. If this is the case, when you access the child’s record you will see a message advising that consent has been withdrawn.

If your child or carer wishes to opt out of My Care Record completely then we cannot do this for them, it needs to be done via their GP, who will also explain the consequences of doing this. There are dis-benefits to patients if they opt out: no shared allergies, information on on-going conditions, current medications. This may affect the care they get. It may take longer because clinicians don’t have the information straight away – like medications.

Social care operates on an opt-in basis, so not all client records are shared. In general, we are only sharing information regarding adults and children who are currently in receipt of our care or services and the type of information shared may differ between children and adult social care. If consent to share social care information has been recorded as not being given, then we will not share that information in our overnight file.

**8. Process for a Data Breach**

If you think that information on My Care Record has been shared inappropriately by anyone then you should report it to the Data Protection Officer [dataprotection@buckscc.gov.uk](mailto:dataprotection@buckscc.gov.uk) . Where necessary they will make the other organisations aware of the breach.

**9. Freedom of Information Requests**

## These should initially be handled by our internal subject access request process. If the person still wants to see their MCR record then our Freedom of Information Team should verify their identity and pass the request to Buckinghamshire Healthcare NHS Trust IG Team ([buc-tr.info.gov@nhs.net](mailto:buc-tr.info.gov@nhs.net)), who will coordinate providing information to the patient. BHT coordinates this process as the lead data controller for MCR. It is not a simple process because the data comes from several organisations and there may need to be some redactions, as with any subject request to see their record.

## 10. Further Information and Questions

These should be passed to the iCares Team [icares@buckinghamshire.gov.uk](mailto:icares@buckinghamshire.gov.uk)