

Choosing to opt out

You can opt out of sharing your records at any time. To discuss this in more detail please contact us using the details overleaf.

If you do want to opt out you will need to speak to your GP practice or any other organisation sharing information via the Surrey Care Record.

Care professionals will also tell you when they intend to access your Surrey Care Record at the point of care (for example on arrival in A&E), giving you another opportunity to decide if you agree or not. If you do agree, you don't have to do anything.

More details are available at:
www.surreyheartlands.uk/surreycarerecord

Controlling the sharing of your information

As the Surrey Care Record develops, you will have the ability to control what information about you is shared and who can access it. Health and care professionals will decide what information should be shared to best support your care. However, if you would like to restrict the sharing of certain information, you will be able to do so at any time by speaking to the relevant organisation sharing information via the Surrey Care Record.

The Surrey Care Record is managed by East Surrey, Guildford & Waverley, North West Surrey and Surrey Downs NHS Clinical Commissioning Groups, together with Surrey County Council.

- If you need this information in another language or format please contact us using the details below.
- Jeśli potrzebujesz tych informacji w innym języku lub formacie, skontaktuj się z nami, korzystając z poniższych danych.
- 如果您需要该信息的其他语言或格式版本，请使用下面的详细信息与我们联系。
- Si necesita esta información en otro idioma o formato, contáctenos usando los detalles a continuación.
- Se precisar desta informação noutro idioma ou formato, por favor entre em contato conosco através dos dados em baixo.
- Si vous avez besoin de ces informations dans une autre langue ou dans un autre format, veuillez nous contacter en utilisant les coordonnées ci-dessous.

@ enquiries.surreycarerecord@nhs.net

☎ 0300 200 1018

📱 07527 182861 (text/SMS only)

- A short video, and a version with British Sign Language translation are also available at:
www.surreyheartlands.uk/surreycarerecord



Important information from your local NHS

Sharing patient records

to provide better care



The Surrey Care Record will be launched on Wednesday 29 August 2018. In the weeks that follow this will give selected health and social care professionals shared access to your medical records, which they don't currently have, to improve your care.

Surrey Care Record will also reduce the need for you to repeat your medical history or social care information every time you deal with a new member of staff or new organisation.

What does this mean for you?

To improve care, we are initially planning to make some information from GP health records available to local A&E departments (at St Peter's, East Surrey, Epsom and Royal Surrey Hospitals). This means in an emergency the health professionals treating you would have access to basic health information (such as any medication you may be taking, or any allergies you may have), which will help them provide the best and most appropriate care.

To help make care more joined up, information from hospital records will also be made available to GP practices, including test results. In time, additional health and social care providers will begin to share and access relevant information about you via the Surrey Care Record to further improve care.



What are the benefits?

- You will not have to repeat your medical history or social care information every time you deal with a new member of staff or organisation
- Care professionals will be able to find shared information when they need it - such as any test results - helping to avoid unnecessary appointments and further tests
- At this stage records will only be shared by GPs and staff in some hospital A&E departments but in time other care staff will be able to access relevant information about you from other health and social care providers to further improve care.

"This brings Surrey into the digital 21st century. It means care will be able to flow between organisations and people will only have to tell their story once."

Dr Andrew Sharpe, GP in Epsom

Who will be able to see your records?

Initially GPs and A&E professionals will have access to these records. In time, additional staff will include: hospital, mental health and community service clinicians, nurses and midwives, social workers, ambulance staff, carers and therapists.

Your information will be stored securely on a protected NHS IT system. Authorised professionals involved in your care must have a legitimate reason to access your information and they will only be able to see the information needed to help with your treatment.

What will the shared care record include?

The record will contain summary information from your medical records held within local health and social care systems. This will include:

- Your postcode, age, and details of your GP practice
- Your NHS Number, any test results, medications, allergies
- Over the next two years or so we expect this to include relevant details from other organisations involved in your care, such as social care and mental health.

Contact us

More information, including the answers to common questions such as how to opt out of sharing your records, can be found at: www.surreyheartlands.uk/surreycarerecord

Or contact us at:

@ enquiries.surreycarerecord@nhs.net

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This information will be made available in alternative formats, such as easy read, large print and Braille and in alternative languages on request via any of the above methods.