

**Herefordshire One Record**  
**FREQUENTLY ASKED QUESTIONS**

**What is Herefordshire One Record?**

Herefordshire One Record shares patient information between health care providers through a secure electronic system. This enables certain authorised health care professionals in the county to access all of the information needed to provide your care.

The following organisations will have access to the electronic system to share your patient information in order to provide you with health care services:

- Herefordshire GP Practices (listed at the end of this document);
- Wye Valley NHS Trust;
- St Michael's Hospice;
- Taurus Healthcare (a Federation of Hereford GPs); and

In addition, Herefordshire Mental Health and Learning Disability Services (provided by Gloucestershire Health and Care NHS Foundation Trust)

will also be able to view the records shared by the above organisations. They however will not be sharing any records through the Herefordshire One Record system.

It is anticipated that organisations will have the ability to start to share data through the Herefordshire One Record System from mid-September 2019 onwards.

**What information will be shared?**

- Basic details about you, such as address, date of birth, postcode, gender, first language, next of kin, NHS number, ethnic group.
- Current and past contacts we and other providers health care providers have had with you.
- Notes and reports about your health and any treatment, care or support you need.
- Details and records about the services or care you receive and who is providing them.
- Results of your tests and diagnosis.

- Information on medicines, side effects and allergies.

### **What are the benefits of Herefordshire One Record?**

Where it is available, Herefordshire One Record will save time and could also be life-saving in some circumstances.

At the moment, health care providers that you use may each have different sets of patient records for you. These records may duplicate information; or one record might hold information about your treatment and care that another one doesn't.

It is essential that health care professionals and managers have access to the most up-to-date information in particular when the situation is urgent or required during evenings and weekends. Before Herefordshire One Record, patients would have to wait for information to be sent by post or email, which can cause delays in providing treatment, care or medication.

### **How does Herefordshire One Record work?**

Herefordshire One Record only allows health care professionals and approved staff, who are involved in providing your healthcare, to view and access your patient records.

All access is logged to track precisely who has accessed your information.

Herefordshire One Record will be rolled out in a phased approach and only be available in some services for some of the organisations listed as part of continual improvements for access to electronic health systems.

### **How do we meet the requirements of Data Protection laws?**

We will process your personal information fairly and lawfully and relying on a legal basis. This information, as well as your rights, can be found in each organisation's Privacy Notice. (For more information on our Privacy Notice, see the "Privacy Notice" section below).

Data protection law provides a selection of legal bases. Consent is one of them, although the health care providers who are part of Herefordshire One Record choose to rely other bases. For more information please see the Information Commissioner's website: <https://ico.org.uk/>.

You have the right to say 'No' to the use of your information in some circumstances, and you can find out how in each organisation's Privacy Notice. Health care professionals will continue to provide you with the safest and most efficient care possible.

We will not share your personal information for a purpose that is not compatible with the purpose of providing your healthcare. Compatible purposes could include health research, and we may (for example) share with third party researchers' versions of your personal information that do not identify you. We will not sell any personal information that identifies you to any third parties for their marketing purposes.

### **How will you keep my data safe?**

The organisations in Herefordshire One Record use your information in accordance with UK data protection and cyber security laws, and they and their staff are subject to statutory and professional confidentiality obligations.

All staff receive mandatory training about data protection which is updated annually. The organisations will regularly check to make sure that only people who need to see your patient record are viewing it.

### **Can I opt out or restrict any of the data that is shared?**

Under the Data Protection Act we have a legal provision which allows to share your health data for the above purposes and for the reasons identified, there is however the opportunity for you to limit what information is shared and who with. Should you wish to discuss this, in the first instance, you should speak directly with your health care provider.

### **Will I be able to access the information being held about me?**

Yes, and this is known as a Subject Access Request. Each participating healthcare provider has information on their website about how to submit a Subject Access request. You can also find out more in your health care providers Privacy Notice.

### **Herefordshire One Record appears very similar to the Summary Care Record. Why is this?**

Herefordshire One Record enables a real time view of care records held by participating local health care providers. The Summary Care Record is a national

program and the patient data is uploaded, at intervals (so it is not real time), to the National Spine, for access by all UK healthcare providers.

Summary Care Record can be viewed by authorised staff nationally to support direct patient care and holds only the following information:

- current medication;
- allergies and previous bad reactions to medicines;
- name, address, date of birth and NHS number.

For more information on Summary Care Record, please go to: <https://digital.nhs.uk/services/summary-care-records-scr>

### **How is Herefordshire One Record different to Additional Information in the Summary Care Record?**

Additional Information in the Summary Care Record allows you to share more information about your health care with authorised medical staff across health care providers nationally. Access to Additional Information in your Summary Care Record requires your consent.

The range of information contained in the Summary Care Record is also more limited than that covered by Herefordshire One Record. It is limited to:

- significant medical history (past and present);
- reason for medication;
- anticipatory care information (such as information about the management of long term conditions);
- end of life care information (from the SCCI1580 national dataset); and
- immunisations.

For more information in relation to Additional Information in Summary Care Record, please see:

<https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr>.

If you wish to opt-in or opt-out of Additional Information in Summary Care Record, please see your GP practice.

## **I have previously opted out of the national Summary Care Record. Why does that not cover Herefordshire One Record as well?**

Summary Care Record is processed using an individual's consent as the legal basis for sharing, you can therefore Opt out at any time. Herefordshire One Record as detailed above uses a different legal provision and therefore an individual right to opt out does not apply in the same way. You can restrict processing, but you will not have the ability to opt out in total.

The specific purpose of our local record is to enable local healthcare providers, who are most likely to be involved in the care of a local resident, to see the personal information which will have the most benefit to any patient's treatment.

## **Does this apply to children?**

Children have the same rights as adults over their personal data. A child can exercise the rights on their own behalf as long as they are competent to do so.

Please refer to the following guidance from the ICO for further information: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/children-and-the-gdpr/what-rights-do-children-have/>

## **Can I ask for specific parts of my health record to be withheld from sharing as part of Herefordshire One Record?**

Yes, as above. Opt-out decisions apply to specific parts of your records, not to all of your records.

## **Privacy Notice**

Any organisation sharing your data is required to provide you with certain details about how they handle your personal information. This can be found within the privacy notice published on that organisation's website.

## List of GP practices

Alton Street Surgery	Hereford Medical Group	Pendeen Surgery
Belmont Medical Centre	Kingstone Surgery	St Katherine's Surgery
Cantilupe Surgery	Kington Medical Practice	The Marches Surgery
Colwall Surgery	Ledbury Market Surgery	Wargrave House Surgery
Cradley Surgery	Mortimer Medical Practice	Weobley and Staunton on Wye Surgeries
The Golden Valley Practice	Much Birch Surgery	Westfield Surgery
Fownhope Medical Centre	Nunwell Surgery	