



My Care Record



Answers to your questions

What is My Care Record?



My Care Record helps doctors, nurses, social workers and other health and care professionals to see your records while they are looking after you.



For example, a doctor caring for you in hospital could see information from your local doctors (GP) record.



This will help them to make the best decisions about your health.

Why has My Care Record been created?



People told us that they wanted health services to be more **joined-up**.

Joined-up means that they work better together.

My Care Record will help health services to work better together.

Who can see my information?



Only health and care professionals who are involved in your care can see your records.



All health and care computer systems keep a note of everyone who has seen your record.



A health and care professional from more than one place may look at information about you to plan your care better.



In some areas, information from lots of people's records will be used to help to plan better services for everyone locally.

This is called using information for population health.

What information will be seen?



Health and care professionals will be able to see your health records from other services on their computer.

This includes:

- your name, address, NHS Number and phone number
- your medical conditions
- treatment you have been given
- your medications and allergies
- results of any tests
- copies of any letters
- emergency department treatment
- your appointments
- your health plans
- your mental health and wellbeing
- social care plan and assessments
- what has happened in the past



What is the benefit for me?



- health and care professionals will work together better to give you the best health care
- doctors can work more quickly
- there is less paperwork
- you won't be asked the same questions so often
- you may not need so many tests

Can I choose not to share my records?



Yes. You can object to sharing your information through **My Care Record**.

Objecting to share may mean that it will take doctors longer to work out the best way to help you.

If you want to object, you should talk to staff at your doctor's surgery.

You can also talk to any other health or care professional when they look after you.

They will ask you to complete a form.

You can change your mind at any time.



Can my carer decide for me?



Your carer can only decide if they have the legal power to make decisions for you. This is usually through a power of attorney.



Find out more here:

<https://www.gov.uk/lasting-power-attorney-duties/health-welfare>

Is my information safe?



Your information can only be seen over a secure computer system.

The law says that all people working in health and social care must respect your privacy and keep all information about you safe.



We will not share your personal information with any private organisations.

Can I see My Care Record?



You can ask to look at any information that is being held about you. This includes information on a computer system.

You should ask your doctor, or any of the health professionals that are supporting you.

Will it affect my benefits?



No.

My Care Record will only be used by professionals involved with your care.

Can the government see My Care Record?



My Care Record can only be viewed by health and care professionals directly involved in your care.

Will you share my information with insurance companies?



No. Your personal information will not be shared or sold to any private organisations including insurance companies.

How to make a complaint



If you want to make a complaint you should talk to staff at your doctor's surgery.

You can also talk to any other health or care professional when they look after you.

For more information



Visit the **My Care Record** Website:

www.mycarerecord.org.uk