

To find out more about the Cheshire Care Record please visit: <http://customer.cheshireict.nhs.uk/training/Pages/CheshireCareRecord.aspx>

HOW WILL THIS BRING BENEFITS TO GP PRACTICES?

A shared care records system will deliver:

- Faster clinical decisions made with more detailed and timely information
- Improved patient journey where patients feel involved and engaged with their own care
- Improved communication between referrers and service providers
- Improved continuity of care across providers
- Information about Cheshire patients from general practice, acute, cancer services, community care, mental health or social care is automatically sent to the CCR and uploaded regularly so that the data is always current
- Access to patient data means that you can see what care your patients are receiving from other services such as medication prescribed, alerts or allergies, hospital test results and if patient has a social care package
- Improved patient stories which will reflect positively on GP practice due to patients not having to keep repeating their medical or social care history

REPORT TECHNICAL ISSUES WITH YOUR IT HELPDESK



If you experience any technical difficulties whilst accessing the CCR, please remember to log the call with your IT helpdesk because this will enable the team to deal with your call efficiently and for the CCR project team to be alert to any recurring technical issues with the system.

WHO WILL HAVE ACCESS TO THE CHESHIRE CARE RECORD?

All GPs, clinicians and social care professionals will have access to the Cheshire Care Record to view patients who are registered with them. But they will not be able to view records for patients who are not registered with them.

There will also be some administrative access for staff that support care provision such as medical secretaries and care coordinators but they will have to justify why they need a login setting up.

HOW TO ACCESS RECORDS

GPs and support staff can access patient records by clicking on the Graphnet Portal tab embedded within the patient record within EMIS. It is not possible to search for patients directly within the Cheshire Care Record. This ensures that all users can only view their own patients.

OPT-IN OR OUT?

If a patient wants to [opt-out](#) of having a Cheshire Care Record, they need to ask their GP to opt-out of sharing data locally within EMIS. This means that their GP data will not be sent to the Cheshire Care Record and any existing record sent from other partners will be suppressed so that it cannot be viewed by anyone.

But if a patient wants to opt back in, they need to ask their GP practice to remove the opt-out of sharing data locally code in EMIS.

PATIENT CONSENT TO VIEW

Patients are required to give consent to view the record the first time that any care professional accesses it, so remember to seek 'consent to view' if you are referring a patient on to any other services. This is very quick to do and will save you having to repeat information that is on the Cheshire Care Record in your referral.

USING THE CHESHIRE CARE RECORD WITHOUT PATIENT PERMISSION

There are a few exceptional cases where the record can be accessed without patient consent in an emergency, for example if incapacitated or unconscious, but these are not likely to be required in primary care and are carefully audited. Any subsequent requests to access the record will require further consent. If the patient has opted-out of having a Cheshire Care Record, this bypass will not be allowed.

CONSENT VIA CARERS

If a patient has a lack of capacity to consent to their Cheshire Care Record being accessed, then a carer can consent for the patient. When this is requested, the staff member should adhere to their normal processes for recording that a patient lacks capacity and that a nominated carer is acting on their behalf.

INFORMATION GOVERNANCE

The legal basis of sharing is:

- The Data Protection Act
- Caldicott Guidelines
- The fair processing agreements within organisations
- Every partner signs up to the Cheshire Care record data sharing agreement

In order to check the appropriate usage of the Cheshire Care Record, there will be regular audits. These audits will be produced for each organisation and will show every time a record has been accessed by a member of staff. Validation of appropriate access is the responsibility of each GP Practice partner as the employer under their Information Governance requirements.

INAPPROPRIATE ACCESS

If a member of staff uses their position to gain inappropriate access to a patient's record, then the organisation that employs that staff member would be required to take appropriate action.

PATIENT REQUESTS ABOUT ACCESS TO THE CHESHIRE CARE RECORD

If a patient wants to see who has accessed their record, a printout can be created showing who, when and where this occurred. This can be requested via the system administrator in your GP practice (usually the Practice Manager).

A patient may also ask any partner organisations to provide a list of the staff who have viewed their record. Again, this can only be done via the system administrator who will have the required access levels to do this.

Please note that if requests of this nature become a regular occurrence, other mechanisms could be put in place to deal with this, for example forwarded to the CCG to respond to, but to date this has not been necessary.

REGISTRATION OF TEMPORARY RESIDENTS AND THE CCR

Many short-term residents in intermediate care are handled by local GPs. The GP would have to set the patient up as a temporary registration within their system to enable the embedded access to the Cheshire Care Record to work.

GP BENEFITS OF THE CHESHIRE CARE RECORD

GPs have found the Cheshire Care Record helpful to view:

- When a patient left hospital and what they were prescribed
- Past and future hospital appointments
- Pathology test results when requested by someone other than themselves
- Clinic and discharge letters
- Who the patient's social worker is and what level of care package they have in place
- If the patient has a mental health record, perhaps to determine if dementia has been diagnosed
- Radiology results
- Status of cancer care if being treated by Christies or Clatterbridge Hospital

HOW WILL PATIENTS FIND OUT ABOUT THE CCR?



- Please display posters and leaflets provided in a prominent position in your waiting rooms, i.e. reception desk, patient waiting area and noticeboards.
- Provide a web link to the Cheshire Care Record on your website preferably in your home page or in the news section. Ask your CCG communications manager for the web link and image of the Cheshire Care Record logo.

- Keep some leaflets in each consultation room so that if you need to ask for consent and patients have queries you can give them a leaflet
- You can actively encourage patients to give consent by providing a form for them to complete when they arrive or as they leave the surgery. Alternatively, the GP can ask for consent during their consultation.
- A wider publicity campaign is planned for the autumn to raise awareness of the Cheshire Care Record with the public
- Refer patients to the Cheshire Pioneer website via the leaflets. Following the public launch, we will refresh video/informational content which will seek to promote patient "opt in"