



LLR Care Record

Working together to improve your care



Joining up health and social care in Leicester, Leicestershire and Rutland



What is the Leicester, Leicestershire and Rutland Care Record?

The Leicester, Leicestershire and Rutland Care Record is a secure digital system that brings together important information on people who have used services provided by their GP, at a local hospital, community healthcare, social services or mental health teams. It enables clinical and care staff to view real-time health and care information across care providers and between different systems.

All records are strictly confidential and can only be accessed by clinical and care staff who are directly involved in an individual's care. The Leicester, Leicestershire and Rutland Care Record holds certain information about an individual, for example:

- Address and telephone number
- Appointments
- Medication - so everyone caring for you can see what medicines you have been prescribed
- Allergies - to make sure you are not prescribed or given any medicines that you might have an adverse reaction to
- Test results - to speed up treatment and care
- Referrals, clinical letters and discharge information - to make sure the people caring for you have all the information they need about other care and treatment you are receiving elsewhere.

Who can see my Leicester, Leicestershire and Rutland Care Record?

Only clinical and care staff directly involved in your care will see your Leicester, Leicestershire and Rutland Care Record. We will not share it with anyone who is not providing your treatment, care or support. Your details will not be made public, or passed on to anyone not directly involved in your care.

How do I know my Leicester, Leicestershire and Rutland Care Record is secure?

Your information is securely brought together from clinical and care systems across the region and is displayed in the Leicester, Leicestershire and Rutland Care Record for use during direct care and remains confidential.

The Leicester, Leicestershire and Rutland Care Record provides clinical and care staff directly involved in your care access to the most up-to-date information about you.

It does this by sharing appropriate information from your health and care records between health and social care services in Leicester, Leicestershire and Rutland.



Where the Leicester, Leicestershire and Rutland Care Record will be used:

GP practices / Community healthcare services / NHS hospitals / Social care services / Mental health services / Hospices

What are the benefits of the Leicester, Leicestershire and Rutland Care Record?



Joined-up and safer care



Your information in one place



More time to spend on your care



You do not have to repeat details to different clinical and care staff.



Less paperwork

Scenario 2

So how does it work?



Harpreet has been in the Leicester Royal Infirmary recovering from a fall.



On her previous stay in hospital, she was delayed from leaving as the care team in hospital was unsure for a little while about what support was available at home.

Now, with the help of the Leicester, Leicestershire and Rutland Care Record, the discharge unit can be confident that the right social care package is in place for Harpreet at her Leicester home.

 **LLR Care Record**

Hospital discharge letter:

Supplied by hospital discharge staff



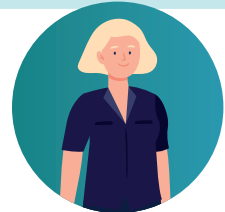
Social care package:

Supplied by social care team



Community support:

Supplied by community nursing

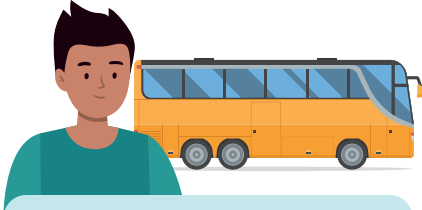


Benefit

Sharing Harpreet's information allows the hospital, community and social care teams to be more informed, allowing them to provide better and safer care.

Scenario 1

So how does it work?



Jamie is on a school trip to Rutland Water and has an allergic reaction.



Parents cannot be reached; Jamie is taken to hospital by ambulance.

The hospital care staff can access the Leicester, Leicestershire and Rutland Care Record to see Jamie's medication and allergy history.

 **LLR Care Record**

Medications and list of allergies:
Supplied by Jamie's GP



A&E summary:
Supplied afterwards by hospital care staff once Jamie has been treated



Benefit

The Leicester, Leicestershire and Rutland Care Record enables clinical and care staff to provide the emergency care to treat Jamie immediately and safely.

Can I object to my Leicester, Leicestershire and Rutland Care Record being shared?

Yes. You have the right to object to your Leicester, Leicestershire and Rutland Care Record being shared. However, if staff require access to the information shared on the Leicester, Leicestershire and Rutland Care Record to provide safe individual care, they are legally allowed access.



Any questions?

If you have any queries about the Leicester, Leicestershire and Rutland Care Record, please contact any health or care practitioner who can refer your enquiry to their organisation's information governance department.

Further information

For further information, please visit the Leicester City CCG website:
www.leicestercityccg.nhs.uk/my-health/data/your-care-record/

To contact the LLR Care Record Programme team, please email:

✉ leicspart.llrcarerecord@nhs.net

Joining up health and social care in Leicester, Leicestershire and Rutland

