



## **Frequently asked questions for members of the public**

### **What is the Leicester, Leicestershire and Rutland Care Record?**

At the moment, every health and social care organisation that you use has a different set of patient or service user records for you. These records may duplicate information or one record might hold information about your treatment, care and support that another one does not. To provide the best care to you as a patient or service user, it is essential that health and social care professionals have access to the most up-to-date information. This is a secure virtual health and social care record. It pulls key information from different health and social care records and places it in one combined view. This enables health and social care professionals to find all the key information for your care in one place.

### **What information can be seen in the Leicester, Leicestershire and Rutland Care Record?**

The Leicester, Leicestershire and Rutland (LLR) Care Record has access to certain information about an individual, for example:

- Address and telephone number
- Medication
- Appointments
- Allergies
- Test results
- Referrals, clinical letters and discharge information.

### **What information is not shared?**

Your LLR Care Record does not share everything from your GP record. Nationally, there are a number of things that Connecting Care Records do not cover. These include information relating to:

- IVF treatment
- HIV and AIDS
- Sexually transmitted infections
- Gender reassignment
- Termination of pregnancy

Please note: this list may be subject to change to reflect changes to national guidance on the sharing of sensitive information.

## **How will it benefit me?**

Having a LLR Care Record means:

- Coordinated and safer care
- Clear decisions about your care
- No need to repeat your details to different professionals
- Your care record is always available to those involved in your care
- Understanding your situation better.

## **What organisations are involved in this?**

The LLR Care Record programme is being progressed by the LLR Integrated Care Board, Leicestershire Partnership Trust, the three upper tier local authorities (Leicester City Council, Leicestershire County Council and Rutland County Council), LOROS, University Hospitals of Leicester, and other partners including East Midlands Ambulance Service, community pharmacy and DHU111.

## **Who will be able to see my LLR Care Record?**

Only health and social care staff directly dealing with your care will see your record. People such as your:

- GP
- Social worker
- Mental health practitioner
- Safeguarding officer
- Consultant
- Occupational therapist
- Physiotherapist
- Radiologist
- Paramedic

## **Doesn't everyone involved in my health and social care already have access to my information?**

Individual organisations currently keep a record about you. For example, everyone who is registered at a GP surgery will have a record kept at that practice. If you attend a hospital, they will create their own record about you and the same will happen for adult and children's services within local authorities. The LLR Care Record brings all these electronic records together in one place for a fuller picture about your health and wellbeing.

## **We've had a summary care record already introduced – what is the difference between this and a Connecting Care Record?**

Connecting Care Records pull together information on a person from several sources, such as the GP practice, hospitals and social care, so they contain extra information compared to the summary care record.

**I live in the area but am registered with a GP outside of Leicester, Leicestershire and Rutland, so is my information included?**

No. If you are registered with a GP outside of the area, your LLR Care Record will not include this information. If you have used other health and/or social care services in Leicester, Leicestershire and Rutland, you will have a record on the LLR Care Record.

**How do I know my record is secure?**

By law, everyone working in, or for, the NHS and adult and children's social care must respect your privacy and keep your information safe. The LLR Care Record is held on a secure computer system. Data protection is taken very seriously. We will ensure that your record is only viewed by staff who need to see it to support your care.

**We've had NHS IT programmes before – what is so different about this?**

Yes, we have had NHS IT programmes before, such as the [National Programme for IT](#). We've had the summary care record which aimed to join up patient records within the NHS, but this is different – this is a Connecting Care Record which will join up people's records across the NHS *and social care*. A Connecting Care Record pulls together information from several sources, such as the GP practice, hospitals and social care, so it contains extra information compared to the summary care record. This is the first time that it has ever been attempted in Leicester, Leicestershire and Rutland.

**Who do I contact if I spot that there is an error in the information in the LLR Care Record?**

Data quality is something we all take very seriously and it is very important that the information in the records is correct. As the LLR Care Record is only bringing together the existing information in someone's health and care records, it is essential to contact directly the team/organisation which originally inputted the information to ensure accuracy. Please do not contact the LLR Care Records programme team for this – you must contact the respective NHS team/organisation or local authority team.

**Can anybody see my records?**

Your medical and care records will still be confidential. They will only be looked at by people who are directly involved in your care. Your information is not shared with anyone who does not need it to provide treatment, care and support to you. Your details will be kept safe and will not be made public, passed on to a third party who is not directly involved in your care, used for advertising or sold.

**Can I see my LLR Care Record?**

Yes. Under the General Data Protection Regulation (GDPR) you can request access to all information that organisations hold about you, including copies of paper, electronic and combined health records. If you wish to see the health or care information held about you, please contact the organisation providing your care.

**Do I need to do anything to take part in this?**

No. You will automatically be included in the LLR Care Record. Locally and nationally, this is the approach being taken by areas setting up their Connecting Care Records system. You do not have to let anyone know or fill in any forms, it's all done for you.

**Do you need my consent to share my health and care records for the LLR Care Record?**

No. Your consent is not required to share your information where it is for your health and care. If you do not want your health and care information to be shared, you can object.

**How can I object?**

Your health and social care professional can talk to you about how your information is shared and tell you how you can object if you want to. Objecting will not affect your treatment, but the LLR Care Record will make information sharing quicker, easier and more complete, which helps to get you the right treatment at the right time, especially in an emergency situation.

If you want to know how to object, you can contact the Leicestershire Partnership NHS Trust data privacy team at [lpt.dataprivacy@nhs.net](mailto:lpt.dataprivacy@nhs.net) who manage the objections for LLR.

More details about your information rights can be found at: [ico.org.uk/your-data-matters/](https://ico.org.uk/your-data-matters/)

**What can I do if I would like to make a complaint about improper use?**

Please contact the care provider alleged of improper use directly to register a complaint.

**How have you involved the general public in the development of the Care Record?**

The system we are using is based on one that has been advanced in the Yorkshire and Humber region. This system has received substantial public and patient engagement in Yorkshire and Humber as part of its development. It is early days for our LLR Care Record. LLR has a track record of engaging with the local population and has received information previously on issues such as how people get tired of having to repeat themselves when talking to different health and care professionals. We are producing print and digital materials which will help to get the message across and invite feedback on plans. We are also going out to meetings and other public forums to help spread the word.

**Would you like to know more?**

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Please visit the LLR Care Record page on the NHS Leicester, Leicestershire and Rutland [website](#).

We can produce our publications in Braille, large print, easy read (accessible text format). Information can also be made available in a range of other languages. Please contact us for more information.