

➔ What happens now?

If you choose to have a Central Care Record you do not need to do anything as your relevant information will be transferred automatically. It may take up to six months for your Central Care Record to be available, depending on which GP practice you are registered with.

If you do not want a Central Care Record you will need to fill in and return the opt-out form and return it within 12 weeks using the FREEPOST address.

Opt-out forms are available to download from www.midlandscentralcarerecord.nhs.uk, on request from your GP practice, or you can ask us to send you one by telephoning the Central Care Record Information Line on **0121 612 3840**.

➔ For more information about the Central Care Record:

- Visit www.midlandscentralcarerecord.nhs.uk
- Telephone the Central Care Record Information Line on **0121 612 3840**

If you would like to receive this document in another format, including audio, large print, Braille or in another language, please contact **0121 612 3840**.

Birmingham, Sandwell and Solihull



*Sharing your information
for better local care*



*Sharing your information
for better local care*



**Information to help you make your choice
about Central Care Record.** Please read this leaflet carefully.

➡ Working together to improve your care

We want to provide you with safer and better quality of care. That is why the NHS Clinical Commissioning Groups (CCGs), responsible for buying health services in Birmingham, Sandwell and Solihull along with their Local Authorities, are working together to improve the way your information is accessed.

At the moment there are many different computer systems which hold your health and care records and not all of them are connected to each other. For example, the information held by your GP is not automatically available when you have a hospital appointment which means that you have to repeat your information again with whoever is treating you, because the information is not always shared between them.



➡ We want to make it easier for you

We want to make things easier for you, so that you don't have to repeat your situation every time you go to a new medical or social care appointment.

That is why we are introducing a local Central Care Record (CCR) system. It will bring relevant information held on the various computers together, so everything is in one place, making it much simpler for you. It will also help us improve patient safety and the quality of care that you receive.

Central Care Record is a local electronic system, it will give health and social care staff faster, easier access to relevant information about you, to help provide you with safe treatment whenever you are seen by any participating health or social care organisation in Birmingham, Sandwell and Solihull. It means that whoever you see such as your GP, social services or hospital staff, they will all understand your needs because they can see the relevant information in one place.

➡ You have a choice

You can choose whether or not you want a Central Care Record. So that you have time to think about Central Care Record and make your choice, we are explaining how the system will work in this leaflet.

➡ How it will work?

If you have a Central Care Record, then with your consent, it will make it possible for the people treating you to access relevant information from your GP, hospital, mental health, community and social care records. It will include your name, address, date of birth and your unique NHS number, which will help identify you correctly to the people looking after you.

A Central Care Record will make relevant information available locally to appropriate health and social care staff wherever they are treating you across Birmingham, Sandwell and Solihull. It will give people who take care of you the right information at the right time to help make better informed decisions about your health and any treatment needs.

Sensitive information such as marital status, IVF treatment, sexual health, HIV and AIDS, termination of pregnancy and complaints will not be available through your Central Care Record.

➡ How it will help me?

Give quicker access to information about any current medications you are taking, any bad reactions to medicines you have had, allergies you suffer from or medical incidents.

Help health and social care staff in an emergency, or when other health and social care services are closed, for example in the evenings, at weekends and during bank holidays.

Provide a better all round picture of your medical condition and social care needs across all health and social care services. This information will be available when a GP, nurse or doctor is discussing your healthcare with you to help make an informed decision about your care.

Make sure that your information is shared across all the different organisations that you come into contact with locally, with the relevant information in one place.

➡ What are my choices?

If you decide to have a Central Care Record you do not need to do anything; your details will automatically be transferred. Your Central Care Record will be created over the next six months, subject to your practice participating, but you should make your choice within 12 weeks from the date of your letter.

Each time you meet with health and social care staff, they will ask for your consent before they look at your record. This will happen except in certain situations, for instance in an emergency or if you are unconscious, when staff may need to look at your record. In each case they will have their details recorded every time they look at your record.

If you do not want to have a Central Care Record you will need to fill in and return an opt-out form within 12 weeks using the FREEPOST address. There is an opt-out form attached to the letter which has been sent to you with this leaflet. Further forms are available on request and details about how to get them are on the back of this leaflet.

➡ What do I need to do now?

<p>✓ YES I want a CCR You do not need to do anything. Your details will be automatically transferred.</p>	<p>✗ NO I don't want a CCR Fill in and return the opt-out form within 12 weeks using the FREEPOST address and inform your GP practice.</p>
<p>Health and social care staff will ask for your consent to view your record. If you say: ✓ YES Your record will be viewed ✗ NO Your record will not be viewed unless in an emergency, when staff may need to look at your record. In each case, staff details will be recorded every time they look at your record.</p>	<p>If you DON'T have a Central Care Record all the information will remain across all the different places where you receive care, but it will NOT be available through the Central Care Record system.</p>

➡ Who will see my Central Care Record?

Health and social care staff that access your Central Care Record will:

- Ask your permission every time they need to look at your Central Care Record. This will happen except in certain situations, for instance in an emergency or if you are unconscious, when staff may need to look at your record;
- Need to be directly involved in caring for you;
- Only see the information they need to so they can do their job and;
- Have their details recorded every time they look at your record.

➡ How do I know my information is safe?

By law, everyone working for us or on our behalf must respect your confidentiality and keep all information about you secure.

The NHS Care Record Guarantee for England tells you how the NHS will collect, store and allow access to your electronic records and your choices for how your information is stored and looked at.

If you would like a copy of the Care Record Guarantee, you can view it online at www.nigb.nhs.uk/guarantee/crs_guarantee.pdf

Copies are also available on request by calling **0121 612 3840** and will be posted out to you.

➡ Which organisations are involved?

Health and social care staff from the following organisations will be able to access relevant information through Central Care Record:

GP practices in Birmingham, Solihull and Sandwell

Hospitals:

- Birmingham Children's Hospital
- Birmingham Women's Hospital
- Queen Elizabeth Hospital Birmingham
- Royal Orthopaedic Hospital
- City and Sandwell Hospitals
- Heartlands, Solihull and Good Hope Hospitals (including Birmingham Chest Clinic)

Ambulance:

- West Midlands Ambulance Service

Social Care staff:

- Birmingham City Council
- Sandwell Metropolitan Borough Council
- Solihull Metropolitan Borough Council

Community Health:

- Birmingham Community Healthcare NHS Trust
- Solihull Community Services

Mental Health:

- Birmingham and Solihull Mental Health NHS Foundation Trust
- Black Country Partnership NHS Foundation Trust



➡ What about my children and other dependent family members?

If you have parental responsibility for a child (under 16 years old) or other dependent family members you should be aware that their relevant information will be made available through Central Care Record unless you complete an opt-out form (one per child / family member).

In this case their GP practice will consider this request as in some circumstances health and social care staff may feel that it is in your child's or other dependant's best interests to have a Central Care Record. For example, if they have a serious allergy that health and social care staff treating them should know about, or where it is required to share information by law. Where appropriate this will be discussed with you.

If you feel that your child / dependant is able and informed enough to make their own choice, then you should make this information available to them so that they can decide.

Extra opt-out forms can be obtained by visiting our website www.midlandscentralcarerecord.nhs.uk, calling **0121 612 3840** or visiting your GP practice.



➡ What happens if I want to change my mind?

If you choose not to have a Central Care Record but then change your mind later, you need to let your GP practice know. It may take up to six months for your Central Care Record to be available, depending on which GP practice you are registered with.

If you have a Central Care Record and you decide that you no longer want one, you need to tell your GP practice. We will then make sure that your information is removed and is no longer available locally to view or be accessed.

➡ What if I do not have a CCR?

NHS health and social care staff caring for you may not be aware of current medications you are taking, any bad reactions to medicines you have had, allergies you suffer from or medical incidents and other relevant information, in order to treat you safely in an emergency.

Your health and social care records will remain in all the places where you receive care across Birmingham, Solihull and Sandwell. It will not be available to view through Central Care Record.

If you have any questions or want to discuss your choices please either:

- visit www.midlandscentralcarerecord.nhs.uk
- contact your GP practice
- telephone the Central Care Record Information Line on **0121 612 3840**

➡ What's the difference between Central Care Record and the Summary Care Record?

Central Care Record is a local initiative across Birmingham, Sandwell and Solihull.

Central Care Record is only available locally when you access health and social care services in Birmingham, Sandwell and Solihull. It holds the information about your health and social care as shown in the table below gathered from the organisations listed on page 7.

Central Care Record is not part of the National Summary Care Record and they do not link up in any way.

There are some similarities. They both have the ability to share information with strict controls of who has access to that information.

Summary Care Record is a national system which only contains information from your GP practice, as shown in the table below.

Local: Central Care Record	National: Summary Care Record
✓ Demographics: e.g. Name, address, NHS number	✓ Demographics: e.g. Name, address, NHS number
✓ Allergies	✓ Allergies
✓ Medication	✓ Medication
✓ Blood test results	
✓ Diagnosis	
✓ Treatment (either past or present)	
✓ End of life care plan	

➡ What's the difference between Central Care Record and Care.data programme?

NHS England are rolling out a new national service called Care.data.

Care.data will collect non-identifiable patient information from GP practices to help in planning and research.

Central Care Record is not part of Care.data.

➡ Useful websites

- Central Care Record
www.midlandscentralcarerecord.nhs.uk
- NHS Care Record Guarantee
www.nigb.nhs.uk/guarantee/crs_guarantee.pdf
- Summary Care Record
www.nhscarerecords.nhs.uk
- Care.data
www.nhs.uk/caredata
- Health and Social Care Information Centre (HSCIC)
www.hscic.gov.uk