

# The Quarter Jack Surgery



## Sharing your SystmOne medical record

### If I decline – what happens in an emergency?

In the event of a medical emergency, for instance if you were taken unconscious to A+E, and the clinician treating you feels it is important to be able to see your medical records he is able to override any consents set.

However, the doctor has to give a written reason for doing so. Where this happens an audit is undertaken by the local Caldicott Guardian (the person with overall responsibility for Data Protection compliance).

### Can anyone else see my medical records?

On a daily basis, we get requests from Insurance Companies to either have copies of medical records or excerpts from patients' medical records. **This requires your current signed consent** as it has not been requested to treat/care for you.

Occasionally we are asked for information from the medical records for legal reasons, again this has to be done with your written consent, or in very exceptional circumstances, by court order.

### Any questions?

If you have any questions, please speak to reception. If necessary the receptionist will arrange for someone to give you a call.

**Please note:** The National Data Opt-Out is a service that allows people to opt out of their confidential patient information being used for research and planning. This cannot be done by your GP surgery. For more information see [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters) or call 0300 303 5678.

### Background

For a number of years, work has been ongoing to improve the way that medical records are made available to treating clinicians. Our main computer system is called SystmOne, which has the advantage of enabling information to be shared between certain health professionals.

This means that **with your consent**, we are able share your medical records with those in the NHS who are involved in your care. **We will automatically 'opt you in' as the scheme has been designed to enhance patient care.** NHS staff can only access shared information if they are involved in your care and, being an electronic service, an audit log is maintained showing when and who has accessed medical records.

This helps clinicians to make decisions based upon a wider knowledge of your health and also helps to reduce the number of times that you or your family members are asked the same question. **In short it assists clinicians to provide more 'joined up care'.**

### If I agreed, who could see my records?

Clinicians treating you, who have access to the same system can **view** and in some cases **update** your medical records. Locally this includes many departments at local hospitals (including A&E)

and community services, such as the District Nursing Team. It is anticipated that over time more health services will be able use this system to access records if appropriate.

Clinicians outside of the surgery who wish to access your medical records will **ask for your permission** to do so and will need to have been issued with a NHS Smartcard. This is a 'chip and pin' card - similar to a bank card.

### Can I choose who sees my record?

Yes you can – there are two levels of consent. The first is to agree to sharing your medical records OUT of the practice. This is your agreement that records maintained by your GP can be seen, **subject to your authority at the time**, by clinicians working outside of the surgery. The second is agreeing to share your records IN. This means that your GP can see the records made by other health professionals who have access to the **Enhanced Data Sharing Model (EDSM)**.

However, as the treating clinician needs to ask your permission to see the records at the beginning of each period of care **you are in control of who can see your medical information**.

### Is this the same as the Dorset Care Record (DCR)?

No but your sharing preference for SystmOne sharing controls your preference for sharing your **DCR – you have to give your consent** for healthcare professionals to view your DCR medical information. See separate leaflet – 'Sharing my DCR – what are the options?' If you opt out of SystmOne sharing, you will automatically be opted out of the DCR.

### What can I do if I don't want to allow access to my records?

As we feel this access will enhance patient care we will automatically 'opt you in' to both parts of the scheme.

You can download an opt out form from our website [www.quarterjacksurgery.co.uk](http://www.quarterjacksurgery.co.uk) Services/Downloadable documents or collect a form from Reception.

You are free to change your mind at any time.

### I can see the benefits of the other people treating me seeing my notes, but what if there is a matter that I want to stay just between me and my doctor?

You can ask for any consultation to be marked as **private**, this means that viewing is restricted to the surgery, but allows the rest of the record to be viewed by whoever else is treating you. It is your responsibility to ask for a consultation to be marked as private.

### How is this different from previous arrangements?

In the past other NHS Services have been able to see your current medications and the drugs that you are allergic or sensitive to via a **Summary Care Record**, unless you have opted out. The new **EDSM** system allows your full record to be seen.

### Can I change my mind?

**Yes**, you can always change your mind and amend who you consent to see your records. For instance you can decline to share your records out from the surgery, but if you built up a relationship with the physiotherapist who was treating you and they asked you if they could look at an x-ray report, you could give your consent at that point for them to view your records.

You will be referred back to us to change your preference, so the physiotherapist treating you should – with your permission – be able to see your records by the time of your next appointment.