



November 2016

Briefing for all Community Pharmacy staff about the 'My Care Record' programme

Dear Colleague,

We would very much appreciate your assistance to help to publicise a new local programme to improve patient care called *My Care Record* by displaying the enclosed posters prominently in your pharmacy.

This new initiative will enable health and care professionals to easily view the GP records of the patients they are treating. The programme will shortly be initially introduced in some acute and community health and care settings across Hertfordshire and West Essex. The programme is separate to the accessibility of the Summary Care Record.

My Care Record will only go live after a twelve week public information campaign, during which the organisations involved are raising awareness of the programme.

The programme has been developed by East and North Hertfordshire CCG, West Essex CCG and Princess Alexandra Hospital Trust in Harlow. Over time it will be extended widely across the area to involve more organisations that provide health or social care to patients.

My Care Record will use technology to enable a patient's GP records to be viewed quickly over a secure healthcare information network by the health and care professionals who are giving them direct care, as long as that patient gives their express consent at the point of care. In exceptional circumstances, patient information may be viewed for safeguarding reasons, or in the best interests of patients who lack mental capacity.

As you know, health and care professionals need information in order to make the best decisions about a patient's diagnosis and treatment. *My Care Record* will help this to happen more quickly and accurately. An example could include allowing a hospital doctor or community nurse to see a person's previous medical treatment, medication or conditions, in order to treat them appropriately.

Third parties, private companies or health and care staff who are not directly involved in a patient's care will not be able to access their records. Existing arrangements for sharing information (phone, fax, email, post) will be maintained so as to give patients a real choice – and to provide for those who choose to 'opt out' of the programme.

Participation in *My Care Record* will only be with the signed agreement of each organisation, including each general practice. The agreement will set out responsibility for the information and its security at each stage.

If you or your patients or customers have any questions or queries about *My Care Record*, please encourage them to visit the dedicated website, <http://www.mycarerecord.org.uk/>

or telephone **01992 566140**.

We will write to you again in the future if the programme is available to Community Pharmacies but in the meantime please publicise the *My Care Record* programme to your patients.

Thank you very much for your assistance.

Pauline Walton
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