

Share for Care: Frequently Asked Questions for BLMK health and care professionals

What is Share for Care?

Share for Care is a confidential digital shared record framework that allows read-only access to resident data from partner organisations across BLMK through your existing system, to support you with direct care. It allows you to quickly view relevant information about a resident without the need to log into a separate system in order to help you provide even better, safer and quicker care.

Over the next few months, individual organisations will get access to Share for Care as their electronic records systems are connected. Once connected, you will be able to view residents' records held within the electronic record systems of organisations across the ICS, including:

- GP surgeries
- Local authorities
- Hospitals
- Community care, mental health and ambulance providers

How does Share for Care work?

Share for Care facilitates read-only access to residents' information for clinicians and carers that are involved in their direct care.

It is designed to be intuitive and simple to use. When you are given access to Share for Care, training will be provided to ensure that you have the necessary skills and knowledge to access residents' information to improve the care you provide for them.

How do I access Share for Care? Do I need a password?

You will be given access via your existing electronic records system or by your individual user account in accordance with your local system's access policy. All information viewed within Share for Care is fully auditable.



What are the benefits of sharing records?

There are lots of benefits of sharing records, including:

- Reduces how often residents need to repeat their health and social care history
- Improves the safety of our residents, as you have up to date medications and allergy information direct from the GP system and across the ICS
- Improves your clinical decision making, allowing you to see the most recent episodes of care, tests requested and changes made to prescribed medications carried out by other health and care professionals
- Improves operational efficiency by ensuring you have appropriate and timely access to clinical information from one system to inform the care you provide
- Improves cost efficiency by reducing the need to repeat investigations or tests which may have already been carried out in other care settings
- Reduces the amount of time you spend dealing with telephone calls and emails either requesting or chasing resident information

What information will I be able to see?

The information that you will be able to view if you are directly involved in a resident's care is listed below:

- Name, date of birth, gender, address, telephone number, NHS number
- GP practice and registered GP
- Medications, allergies, ongoing and historic conditions, immunisations and diagnoses
- Test results, hospital referrals, admissions, discharges and clinics attended
- Social and mental health information and care plans

You are all bound by professional confidentiality. Special categories of personal data, such as attendance at sexual health clinics, fertility treatment records, and records relating to gender reassignment will **not** be included.

Are residents able to access their record via Share for Care?

No, Share for Care is not a patient portal. We are working towards this being available at a later stage.

Do I need to obtain consent from the resident to access their information through Share for Care?

No, but in the interests of transparency you should still tell the resident that you will be accessing their record if possible. Accessing and using a resident's record via Share for Care must be appropriate and meet their expectations regarding the necessity to use their information to enhance the care you provide.

Can residents object to their information being shared?

Yes, residents can choose to object to their information being shared. You might be asked about whether this is the right thing to do. If so, please discuss the consequences of objecting – but it is entirely the resident's decision to make.

We do suggest people think carefully before objecting. If they object it will mean the organisations providing them care will not be able to see their records from other services – they won't be able to choose which organisations can look at their information and which can't.

As a result, this could mean information that could be vital when they need health or social care support might not be immediately to hand.

Organisations will still forward their information as part of their direct care or treatment, but it will be by phone, email or on paper – as it has been until now.

What happens if a resident wants to object to their information being shared?

Residents may ask any health and care provider for more information about Share for Care and/or how they can object to their information being included.

Information for the public, including frequently asked questions, can be found on our website: www.blmkhealthandcarepartnership.org/sharedrecord

The level of care you are able to provide may be affected if you are not able to view a resident's record via Share for Care. Residents need to understand the implications of exercising their right to object.

If a resident wishes to object you must follow your organisation's 'right to object' process. Contact your IG team or Data Protection Officer for guidance. If the objection is upheld, the resident's record on your electronic record system must be updated.

Can a resident change their mind about objecting to share?

Yes, residents are able to reverse their right to object decision at any time. Please follow the organisational process that is in place to manage these requests and contact your IG team or Data Protection Officer for guidance.

Again, the electronic record system will need to be updated to reflect the reversal so that resident information will be viewable through Share for Care by all partners for direct care purposes.

How do I find out more?

You can find out more and direct residents to our website: www.blmkhealthandcarepartnership.org/sharedrecord Please email: blmkicb.sharedrecord@nhs.net if you have any queries.