

Stockport Health & Care Record – Frequently Asked Questions

Doesn't everyone have access to my information anyway?

No, each organisation will keep their own records about you. For example everyone who is registered at a GP practice will have a record kept at the practice. If you attend Stepping Hill Hospital for any reason they will create their own record about you and the same for social care services. Many of these records are now held electronically, which means that we can now more easily join them up, hence the Stockport Health and Care Record.

How do you keep my information safe?

For organisations to be able to keep records about you by law they must comply with the Data Protection Act 1998. All staff within these organisations receive training on their responsibilities under this Act.

The Stockport Health and Care Record is kept on a secure database and is never shared with anyone who is not directly involved in your care.

Every time your information is accessed a log is created on the system so we can easily audit who has accessed your information and when. The person will also have to log whether this was done with your permission.

How will sharing my information mean safer care?

If you attend or are admitted to Stepping Hill Hospital they will be able to look at your records to see up to date information on the medication you are taking. This will allow them to make sure that you have all the medication you need to keep you well.

Also, if you access the hospital or out of hours service and are prescribed some new medication they will be able to make sure that it is OK to take with your existing medication. They will also know if you are allergic to anything or if you have had any bad reactions to that type of medication in the past.

Professionals will also be able to look at your medical history so when they are treating you they will know about any existing medical conditions you have without having to ask you lots of questions.

Who is my information shared with?

At the moment the following groups of professionals have access to the Stockport Health & Care Record:

- GPs
- Practice Nurses
- District Nurses
- Medicines Optimisation Team
- Clinical staff at Stockport NHS Foundation Trust (Stepping Hill Hospital)
- Stockport Social Care Services
- Mastercall (the Out of Hours GP service)
- MacMillan Nurses
- St Ann's Hospice
- Locality Hub Professionals consisting of Multi-Disciplinary Teams

What would happen if I say no to the person who wants to access my information?

If a professional asks to access your information they will be doing it to help them treat you more effectively. You can ask them why they want access before you decide whether to say yes or no. If you say no, then they should not access your information, however this may mean that they are not able to make better, more informed decisions about your care.

What if there are certain things in my records that I don't want people to see?

Different professional groups have different levels of access to the Stockport Health and Care Record. This means that your GP will be able to see different parts of your record than, for example, your social worker. They will only be able to see the information that is relevant to their input into your care

Can I find out what information you hold on me?

The Data Protection Act 1998 allows you to find out what information we hold about you. You can request information access to your records by speaking to the professional staff involved in your care. For formal access to your records you need to apply in writing to the organisation that holds your records. You may be charged a fee to access your records to cover the cost of providing copies to you.

What if I am not able to provide my consent for someone to access my information?

If you are unable to provide consent, for example if you are unconscious, the professionals will access your information if they feel it would be beneficial to your care. The Health and Social Care (Safety and Quality) Act 2015 has introduced a new legal duty that requires health and adult social care bodies to share information where this will aid direct patient care.

If your information is accessed without your consent the professional must provide information to explain why they have done so.