

Frequently asked questions

When will I be asked if I want to share?

You will be asked if you want to share when you attend your community service or when you are seen by GP practice who use SystemOne.

Can I change my mind about sharing my record?

Yes, you can change your mind at any time; let each practice or service know if you want to change your original decision.

Will other services involved in my care be able to see any of my medical information if I have opted not to share?

Yes, some services such as child health, health visitors, school nurses and district nurses will be able to see the vaccinations you have had.

In a small number of cases some patients may have a special note added to their record to ensure that urgent care services, such as 'Out of Hours', are immediately aware of a key piece of information to ensure your care is appropriate.

For example, patients who may have an 'End of Life' care plan in place may have a special note added to ensure that clinicians are aware of this. You will usually be asked for your permission to add these special notes.

These special notes will be visible to other services even if you have not decided to share your record or have not yet been asked about your choices.

In some circumstances, where a child's safety may be at risk, their information may be shared with other health professionals who are caring for that child.

Can I keep certain things confidential between me and my GP or my community health professional?

Yes, you can request that individual items on your record be marked as private. When your full record is shared the private information will not be visible to any other service.

Will other services be able to see everything in my record?

Within Bridgewater we share your records across our services and with GP's who use SystemOne. You can request to opt out of this but if you have given consent your full record will be shared unless any items have been marked as private at your request.

What if I have a medical emergency and I have chosen not to share my record?

If you are being treated by a service that uses SystemOne certain clinicians will be able to override your refusal to share either with your permission or, if you are unable to give your permission, because it would be in your best medical interests to do so.

Any override of your sharing settings will be monitored to ensure that it is appropriate and done in the best interests of your care.

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**Bridgewater
Community Healthcare**
NHS Foundation Trust

Information for patients about electronic patient records in

SystemOne



Quality first and foremost

What is an electronic patient record?

It is a record that is held on a computer system that many Bridgewater health care professionals and GP's use to record medical information on.

Your electronic patient record may include copies of letters you have written and notes relating to any phone calls you have made.

Your electronic patient record will also contain copies of letters from other healthcare organisations such as hospitals and departments, including mental health assessments if you have ever had one.

What time period will my notes cover?

This can vary from one GP practice to another but detailed information from your childhood may be included.

Who can see my electronic patient record?

SystemOne enables your electronic patient record to be shared between clinicians and care services who are involved with your care.

This cannot normally happen without your permission.

There are a series of strict consent procedures that all staff must follow if they want to share information about you ('sharing out'), or to see information that another service has recorded ('sharing in').

What is 'sharing out'?

When you are seen at your GP surgery, clinic or at home, you will be asked if you would like to share your full detailed care record with other medical services involved in your healthcare.

This is described as 'sharing out' and is where you give permission for the team you are seeing to make the information they have recorded available to other services.

What is 'sharing in'?

Each time you are seen by a service you will be asked for your consent for them to view information recorded by other services. This is described as 'sharing in', for example:

A patient may be receiving care from their GP, district nursing service and the smoking clinic.

The patient may want the GP and district nursing service to see their progress at the smoking clinic but do not want the smoking clinic to see information recorded by the GP or district nurse.

The patient would need to provide consent to 'share out' to all three services but only provide consent to 'share in' to the GP and the district nursing service and not to the smoking clinic.

In this situation the GP and district nurse would be able to see all of the information but the smoking clinic would only be able to see their own notes.

The combination of giving consent to both 'share out' and 'share in' is a bit like a door with a bolt on both sides – you need to have the door unlocked on both the inside as well as the outside in order to be able to open it.

What happens once I have given consent?

Once you have given consent your care record will be shared with other medical services involved in your care who use the same system, such as:

- District nursing
- Health visiting
- Physiotherapy.

This will provide health professionals with a better view of your whole healthcare.

What if I only want the service to see certain notes?

It is possible for certain entries to be marked as private entries; this means that only the service that entered the information can see the notes.