

Connect Care

Connect Care – how we use your information

At the moment, health and social care workers from different organisations in Lewisham and Greenwich do not have a system in place to share important information about your care automatically. This means that GPs, hospital staff, district nurses, occupational therapists and social workers don't always have immediate access to all the information they need to provide the most timely and efficient care.

To address this problem we are launching a new system of local electronic records. The new system is called **Connect Care.**

What is Connect Care?

Connect Care is a system which will allow existing information to be securely viewed quickly and safely by staff directly involved in your care, such as GPs, hospital staff, district nurses, occupational therapists and social workers. Connect Care will not gather new information.

For example, if you go to A&E the staff who treat you will no longer have to spend time contacting other organisations (such as GPs) to obtain relevant information about you, but will be able to view this information through the Connect Care system. This will enable them to make more informed decisions about your care and treatment in an emergency situation.

What will my Connect Care record include?

Connect Care will contain important information about you, including:

- ▶ **Your name, address and NHS number to help identify you correctly**
- ▶ **Information about your appointments and hospital attendances**
- ▶ **Medicines you are taking plus details of medication reactions and allergies**
- ▶ **Test results**

Who can view my Connect Care record?

Only authorised staff will have access to Connect Care. The information each person will see depends on their role, e.g. a social worker will not be able to see the same level of information as a GP.

We will ask your permission at the point of care before viewing your Connect Care record. If you are unable to give permission, e.g. in an emergency, your care providers will only view your record if they believe it is in your best interest.

For legal reasons, we are sometimes required to share information on your care. For more information, visit www.lewishamandgreenwich.nhs.uk/connectcare.

Access to your Connect Care record is fully audited - who has looked at your record, what they looked at, and when.

Connect Care is a local record and has no relation to the Summary Care Record or Care data. No data that can identify you will be shared with these or other third parties.

Do I have a choice?

You can choose to have a Connect Care record. If you would like one, you won't need to do anything. It will happen automatically.

You can opt out of having a Connect Care record. To find out what your options are, please visit www.lewishamandgreenwich.nhs.uk/connectcare for more information. You can also call **020 8314 0481** if you do not have access to the internet.

You can also opt back in again at any time should you change your mind.

Access to your Records

Under the Data Protection Act 1998 you are able to ask to see any information held about you. If you wish to see the information held about you in Connect Care, please see the Connect Care website for information on how you can request this: www.lewishamandgreenwich.nhs.uk/connectcare

Which organisations are involved?

The system is being launched initially with:

- ▶ **Lewisham and Greenwich NHS Trust**
- ▶ **Lewisham GP Practices**
- ▶ **Greenwich GP Practices**
- ▶ **NHS Lewisham Clinical Commissioning Group**
- ▶ **NHS Greenwich Clinical Commissioning Group**

The following organisations will join later:

- ▶ **London Borough of Lewisham**
- ▶ **Oxleas NHS Foundation Trust**
- ▶ **Royal Borough of Greenwich**

For more information please go to:
www.lewishamandgreenwich.nhs.uk/connectcare