

## What do I need to do now?

If you are happy for your information to be shared through the Care Portal, then **you don't have to do anything**. You can withdraw consent at any time.

If you do not agree to your clinical and care information being viewed in the Care Portal the health and care staff caring for you may not be aware of important information relevant to your treatment. This information may include current medication, any allergies, previous test results or details of any care or treatment you may have received within Lincolnshire previously. Health workers cannot override your decision even in a medical emergency.

If you do not want to allow your information to be accessed by health and care workers through the Care Portal you will need to complete an opt out form. These are available from your GP, you can download one at [www.lincolnshirehealthandcare.org/care-portal](http://www.lincolnshirehealthandcare.org/care-portal) or call 01522 421888 to request a form to be sent to you.

For any queries please call 01522 421888 or visit [www.lincolnshirehealthandcare.org/care-portal](http://www.lincolnshirehealthandcare.org/care-portal) for more information.

"The biggest barrier to managing frail older adults in a patient centred way is the ability to have an ongoing and real-time care and support plan that is instantly accessible to both patients, carers and health/social care workers. The care portal has the potential to provide this step change in quality of care."

Consultant Geriatrician

More information about the Care Portal is available at:  
[www.lincolnshirehealthandcare.org/care-portal](http://www.lincolnshirehealthandcare.org/care-portal)  
where you can also see a short video which shows the difference the Care Portal will make.

For copies of this leaflet in different formats or languages please email  
[lhac@lincolnshireeastccg.nhs.uk](mailto:lhac@lincolnshireeastccg.nhs.uk)  
or call 01522 421888



**Lincolnshire Health and Care**  
Shaping services to meet your needs into the future



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## Lincolnshire's Care Portal

Changing the way we use your health and care information to improve your care

**In Lincolnshire, we are improving the way information about you is shared between health and care workers in order to deliver better care.**

Any health and social care organisation that you have contact with keeps a record about you. Some information is recorded on paper records but most is held electronically on secure computer systems across a number of health and social care organisations. The information includes care you have received and any conditions that you are currently being treated for. We have over 100 different systems in Lincolnshire and the Hospital Trust by itself has as many as 80.

Staff looking after you, such as doctors and nurses, rely on the information in your records to plan and deliver your care effectively. Lincolnshire's health and care organisations have come together to launch a new system which will make it easier for staff to review the information they need to look after you, even if your treatment has been provided by more than one organisation in Lincolnshire.

## The new system is called the Care Portal.

It will provide a view of selected information about you that is contained in existing electronic record systems across the county. This will include lab tests, x-rays, appointments and discharge letters, as well as things like your medication, allergies and any care plans that you might have put together with your GP, carer or social worker.

## Why do we need the Care Portal?

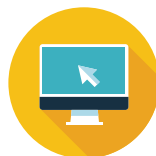
At the moment, health and care workers cannot always see information about you that has been recorded by another organisation. This means they can't always find out the latest information to make the most effective decisions about your care.

"I had to repeat my story every time to each different health professional – why isn't there better communication?"

It also means that patients often have to repeat themselves as they deal with different staff in the health and care system. Our residents have told us they find this very frustrating and often upsetting.

In some situations it means that expensive tests like MRI scans are repeated because the results from previous tests can't be tracked down. This wastes money and is frustrating for patients who may have to wait longer for extra tests, causing a delay before they get a diagnosis or start treatment. A repeated test also means that another patient will be delayed and so this has a knock on effect on waiting times.

## What does the Care Portal mean for me?



Health workers can check your x-rays and test results electronically via their computer quickly and easily. This means your treatment can start sooner, and it will help to ensure that test results like blood tests are not repeated.



If you have a long term condition, such as diabetes, where you see a number of different healthcare workers, they will be able to have a view of all of your care and make sure it is coordinated to support you most effectively.



If you are taken to hospital and don't have capacity to give permission (for instance if you are unconscious) then emergency care workers will be able to access your records to see key information like the medication you are on or the conditions you have – this could be critical in your treatment and ultimately your recovery.



Healthcare workers in the community will be able to see information relating to any hospital stay so that your discharge back home, or into another care setting in the community, is coordinated.

**The Care Portal will deliver more joined up, coordinated care delivered by staff working more effectively together, with more time saved to focus on patients.**

## How will my information be kept safe?



- The health and social care community are working hard to ensure that your information continues to remain safe and secure.
- Only the appropriate staff involved in your care will be able to look at your information. You will routinely be asked for your consent to view your records by care workers when they come into contact with you.
- A full audit trail will be maintained to track who is accessing your records. Patient data can be accessed only by the health and social care staff who need to see it to support your care so access to your data will be strictly controlled.
- Staff working in health and social care services in Lincolnshire have both a legal and an ethical duty to protect the confidentiality of personal information on patients and service users.
- All patient information held on health and social care systems is held securely – your information isn't on the internet or in 'the cloud'.
- We will never share your information in the Care Portal with organisations other than NHS and social care, such as insurance companies, unless you specifically ask us to do so.
- You should know about the Care Portal and the use of your information. An information leaflet is available in GP Practices, libraries, pharmacies and hospitals and we plan to have media coverage at key stages in the development of the Care Portal system to make sure our residents understand what it is and what it means for them.
- If you've 'opted out' of sharing your medication and allergy information from your GP Practice when, or since, the Summary Care Record project was rolled out in 2011, that information will not be part of the Care Portal. If you subsequently want this included, you should inform your GP.