

# What is Nottinghamshire's Community Care Portal?

At the moment, all health and care providers across Nottinghamshire hold individual paper and electronic records about you. This may mean that your information may not be available when and where you need it to be, and you may end up repeating yourself when treated by different services.

The Nottinghamshire Community Care Portal is a secure and confidential system that will, over time, contain information about your health and care so that information is available to the right health and care staff at the right time to support the delivery of your care. Having a more joined up and coordinated record will improve the way information about you is shared in order to deliver better care and make decisions more effectively.

The Nottinghamshire Community Care Portal is a collaboration between GP, hospital, community, mental health and social care services across Nottinghamshire.

## Your health, your information



When it comes to your health and care, we don't make any decisions about you, without you. To help us make better decisions together, we'd like you to share your GP record with other health and care professionals.

It's safe, confidential and only the professionals who need to see your record will see it. You can even decide which parts of your record they can see.

***It's your health, your information***

### For more information

If you have questions or would like to know more, please ask a member of the team here or go online and find out more at [www.connectednottinghamshire.nhs.uk](http://www.connectednottinghamshire.nhs.uk)

## What information will be shared?

- **Address and contact details.**
- **Information on current and past medical problems** – to enable health and care staff to make better decisions and treat your conditions better.
- **Medications** – so that health and care staff know what medications you are taking when making decisions about prescribing new ones (avoiding potentially dangerous combinations).
- **Allergies** – to ensure that you are not given any medication that you may be allergic to.
- **Test results** – to avoid having to repeat certain tests and speed up your treatment.
- **Letters, referrals and discharge information** – to make sure that health and care staff have all the information they need.
- **Hospital admission and appointment details** – to make sure other care providers can see who is involved in your care.
- **Alerts** – any crucial information that is needed to keep you safe.

## Why do you need to share my information?

The Nottinghamshire Community Care Portal will allow appropriate information to be shared between health and care providers who provide care to you. This will enable health and care staff coordinating or directly providing care to you to see the most up to date and complete information about you.

The sharing of this information already occurs in order to provide medical treatment and care. This is currently mainly done by paper and telephone which can cause delays in your treatment or care. The Community Care Portal will share information securely and electronically which will also remove you having to repeat the same information to different health and care staff involved in your care.

## What are the benefits of having an accessible Community Care Portal?

- The most up to date information will be available for the health and care staff treating you to make the most effective decisions about your care.
- This will lead to more joined up and improved care. This is important if you have a long term condition so all the care team from across the different organisations can work better together in coordinating your care.
- Your information in the right place, at the right time to enable health and care staff to treat or care for you.
- Avoids having to repeat tests you may have already had done in another care setting.
- More time to spend on your care instead of requesting information from all the different organisations who may be involved in caring for you.
- Less need to repeat “your story” to numerous health and care professionals.
- Health and social care staff can work more jointly together to offer better coordinated care for patients who receive care across both organisations.

## Who can see my record?

Only health or care staff involved in coordinating or directly providing your care will have access to your information in the community care portal. We will not share your information with any third party who is not providing you with care, treatment or support. Your information will not be used for any other purpose than healthcare/healthcare management.

## Will I be informed?

When your community care portal is accessed for the first time you will be informed that your record will be viewed.

You have a right to object to allowing the health and care staff to access your community care portal and after any risks of not sharing your information have been explained these wishes will be recorded in your community portal record.

Your rights/wishes will always be respected unless under exceptional circumstances. For instance, if you are seen in an emergency and were unable to give your permission (for instance if you were unconscious or very confused), health and care staff could access your record in your best interests.

## How safe is my information?

By law all health and care staff have a duty of confidentiality to you, which means that they must respect your privacy and have a duty to keep your information confidential.

The Nottinghamshire Community Care Portal is a computer system which is kept within a secure NHS environment. Only appropriate staff involved in your care will be able to look at your information. To help safeguard your privacy, the system records who has accessed your information when. We take our obligations under the Data Protection Act 2018 and our duty of confidentiality to you very seriously. The highest levels of technical security and controls are put in place to ensure your information is kept confidential and secure at all times.

