

## Fair Processing Notice

### HOW WE USE YOUR INFORMATION

#### What is *My Care Record*?

In west Essex and east and north Hertfordshire, providers of health and social care services are working more closely together to better co-ordinate the delivery of care to people supported by local commissioners.

*My Care Record* is a programme which allows people to give health and care professionals their permission to access their medical records during their treatment.

The people caring for you need to access your health and care record in order to make the best decisions about your diagnosis and treatment. This could include GPs, hospital-based clinicians, nurses, health visitors and social workers.

To enable this to happen more quickly and to improve the care you receive, a new process has been put in place. This will allow your information to be accessed by different health and care organisations, using existing computer systems.

This does not share your record with third party organisations, but provides health and care professionals, with your permission, access to view and, in some cases, to add to your information.

**Information will only be accessed with your permission and while you are receiving direct treatment by a health and care professional.**

Initially, Princess Alexandra Hospital provided access to *My Care Record* securely, and this is now being extended to other health and care organisations.

#### What information will be made available?

The information accessed is your medical record. Examples of information that will be available include:

- Name, address, NHS Number and phone number
- Medications
- Test results and investigations
- Correspondence
- Clinical history
- Emergency department treatment
- Future and past appointments
- Health plans and alerts
- Mental health alerts and diagnoses
- Social care lead co-ordinator and your care plan.

#### How is this information used?

The information available in the record from your care provider is in a chronological order so that your care provider can see a relevant history of your care. They will always update their own care record with any new information. This helps them to make better decisions about your care. Access is only with your explicit permission.

The organisations that could be involved in the service are:

- GP practices in west Essex and east and north Hertfordshire
- Princess Alexandra Hospital Trust
- East and North Hertfordshire Hospital Trust
- Essex Partnership University NHS Foundation Trust
- Hertfordshire Community NHS Trust
- Hertfordshire Partnership University NHS Foundation Trust
- East of England Ambulance
- IC24 (111 provider)
- Out of hours providers (such as Herts Urgent Care)
- Essex County Council and their care providers (such as Essex Cares)
- Hertfordshire County Council
- Other local hospitals (such as Addenbrooke's, Chase Farm and Watford)

You can tell your care provider if you don't want them to make your information available by completing a form available on [www.enhertscg.nhs.uk/mcr](http://www.enhertscg.nhs.uk/mcr) or by asking your care provider for one. Your record will be edited and no information will be available to access.

### Access to your information

*My Care Record* is simply a reflection of your individual records held by the organisations above and therefore you should contact them directly if you wish to have a copy of the information held about you. The contact details for each organisation's Data Protection Officer or Team is below.

### Contact details for data protection officers

<p><b>Princess Alexandra Hospital</b>            Medical Records Manager, The Princess Alexandra Hospital NHS Trust, Hamstel Road, Harlow, Essex, CM20 1QX            Tel No: 01279 827341            Email: <a href="mailto:health.records@pah.nhs.uk">health.records@pah.nhs.uk</a></p>	<p><b>Essex Partnership NHS Foundation Trust</b>            Access to Records team, Mental Health Unit, Basildon Hospital, Nethermayne, Basildon, Essex, SS15 6NL            Tel No: 01268 246873/246889</p>
<p><b>East and North Hertfordshire Trust</b>            Information Governance Manager, Lister Hospital, Coreys Mill Lane, Stevenage, Hertfordshire, SG1 4AB</p>	<p><b>Essex Social Care</b>            Transparency Team, Essex County Council, PO Box 11, County Hall, Chelmsford, CM1 1QH</p>
<p><b>Hertfordshire Community NHS Trust</b>            Access to records, Hertfordshire community NHS Trust, Unit 1a, Howard Court, 14 Tewin Road, Welwyn Garden City, AL7 1BW</p>	<p><b>Hertfordshire Social Care</b>            Data Protection Team, Hertfordshire County Council, CHO150, County Hall, Pegs Lane, Hertford, SG13 8DF</p>
<p><b>Hertfordshire Partnership University NHS Foundation Trust</b>            Records and Access to Information Team, Hertfordshire Partnership NHS Foundation Trust, 99 Waverley Road, St Albans, AL3 5TL            Tel No: 01727 804707/804228</p>	<p><b>Please contact your own General Practice directly for a copy of your GP record.</b></p>

For further information on *My Care Record* please visit [www.enhertscg.nhs.uk/mcr](http://www.enhertscg.nhs.uk/mcr).