Electronic Health Care Records

Information for people who use
services and carers

For a better life

What is an electronic health care record?

Electronic health care records keep your information safely in one place so there's no need to move paper records between sites and teams. Electronic health care records hold information about your referral, appointments and clinical information. Staff use them to manage their diaries and write letters and reports.

Electronic health care records have replaced the majority of the previous paper records, but not all. We still need to maintain some paper records to hold information such as original medication charts.

Why do we use electronic health care records?

Electronic health care records enable us to improve your care
and treatment because:

- The most up to date information is available to our health and social care teams at any time
- Your care team will find it easier to access your information as this will be held in one electronic record
- If you are referred to a different team for treatment or to see a different doctor, you won't need to repeat your information as it's available to them on your electronic record
- We'll be better able to plan and manage the services we provide to you

Who has access to my record?

To ensure we're able to help you, the staff who provide your care and treatment need to be able to see information about you. They will only be allowed to see what is appropriate to their role.

Your electronic health care record can be shared with other NHS and social care organisations, but only with your consent. There may be some circumstances when we must share information with other agencies, in an emergency, without your consent.

Access to certain parts of your records can be restricted upon request if you don't want to share them outside of our Trust.

Is my information secure?

Staff are issued with 'Smartcards' which work in a similar way to your bank card. Each card has an electronic chip (to enable central control over the card) and a photograph of the staff member. They must use this card, together with their personal unique PIN number, to gain access to electronic health care records. There is strict security in the issue and use of these cards. Only staff with the correct access are able to view your information.

Each time a member of staff accesses an electronic health care record it is recorded for security purposes.

Only relevant information about your care is recorded on your electronic health care record. The general health information held by your GP or your local general hospital is not entered on this system.

If you are a carer of someone who uses our services, we will hold a record about you as well as the person you care for. This enables us to help you with your caring role.

Can I view the information in my electronic health care record?

Yes, you are entitled to see the information and obtain a copy in the same way as with paper records.

Where can I find out more?

You can find out more about how your information is shared with other health and social care professionals and how you can access your electronic health care record on our website:

https://www.sabp.nhs.uk/sharing-your-info

If you have any queries or issues about your records, please raise them with a member of your care team.

If you would like this information in another format or another language:

Call: 01372 216285   SMS text: 07786 202545
Email: leaflets@sabp.nhs.uk

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