

Sharing your medical record

A Quick Start Guide for Patients

The person who gave you this leaflet uses computer software, called SystemOne, which is used widely across the NHS and care organisations to maintain accurate medical records about you.

These records store important and often sensitive, confidential, information about your illnesses and the care you have received in the past. Your record may contain contributions from various health and social care organisations, especially if your needs are complex. These may include records from urgent care settings to the physiotherapy service you may have attended.

Organisations can access your medical record if you give them permission. This is likely to benefit the care you receive. You may choose to decline to have your information shared in this way but this could disrupt your care. You may also change your mind about sharing at any time. Organisations using SystemOne should only access your record when they are involved in giving you care.

We aim to ensure that your choices about how your information is shared are respected.

We will ask you to give us your preferred mobile phone number or email address which will be recorded on your medical record. This means that when another organisation asks to access your record, we can send you a verification (security) code which allows you to choose whether to let that organisation access your medical record or not.

For example you may be working or on holiday in another part of the country and need care from a hospital, or clinic. Having access to your whole medical record will benefit the care they can provide you. It may allow for better care provision if healthcare workers can access your full medical record.

If you already use the SystemOnline patient portal, then you can select organisations to allow or prevent them from accessing your records,

If you do not have a phone or email address and don't use SystemOnline, then your GP practice will be able to record your choices about which organisations you are happy to share your whole record with.

When you receive care close to your home you will not usually need to give a verification (security) code but you should always still be asked what your choices are about record sharing.

If you would like to read more about SystemOnline, and these new sharing controls, please go to <https://systemonline.tpp-uk.com/2/help/help.html> or ask at your GP practice.