



My Care Record

Answers to your questions



Easy Read

What is *My Care Record*?



My Care Record is a new system, which means that doctors, nurses and other health and care professionals can see your medical records from different places while they are looking after you.

This will help them to make the best decisions about your health.

Why has *My Care Record* been created?



People told us that they wanted health services to be more joined-up.

Joined-up means that they work better together.

My Care Record will help health services to work better together.

Who can see my information?



Only health and care professionals who are involved in your care can see your records.

The system keeps a note of everyone who has seen your record.

What information will be seen?

Health and care professionals will be able to see your health records on a computer.



This includes:

- your name, address, NHS Number and phone number
- your medical conditions
- your medications and allergies
- results of any tests
- copies of any letters
- emergency department treatment
- your appointments
- your health plans
- your mental health and wellbeing
- your social care plan
- what has happened in the past



What is the benefit for me?



- health and care professionals will work together better to give you the best care
- doctors can work more quickly
- there is less paperwork
- you won't be asked the same questions so often
- you may not need so many tests

Can I choose not to share my records?



Yes. You can object to sharing your information through My Care record.

Objecting to share will mean that it will take doctors longer to work out the best way to help you.



If you want to object, you should speak with your local doctor (GP) or the person providing care to you. They will ask you to complete a form.

You can change your mind at any time.

Can my carer decide for me?



Your carer can only decide if they have the legal power to make decisions for you. This is usually through a power of attorney.

Is my information safe?



Your information can only be seen over a secure computer system.

The law says that all people working in health and social care must respect your privacy and keep all information about you safe.

We will not share your personal information with any private organisations.

Can I see *My Care Record*?



You can ask to look at any information that is being held about you. This includes information on a computer system.

You should ask your doctor, or any of the health professionals that are supporting you.

Is social care information included in *My Care Record*?



My Care Record may contain some of your social care information.

Will it affect my benefits?



No.

My Care Record will only be used by health and care professionals directly involved with your care.

Can the government see *My Care Record*?



My Care Record can only be viewed by health and care professionals directly involved in your care.

Will you share my information with insurance companies?



No. Your personal information will not be shared or sold to any private organisations including insurance companies.

How to make a complaint



If you want to make a complaint about *My Care Record* please speak with your local doctor (GP) or the person providing care to you.

For more information



Visit the *My Care Record* Website:

www.mycarerecord.org.uk