



integrated working

GOVERNING BODY

Agenda Item No.	14
Reference No.	WSSCG 19-67
Date.	27 November 2019

Title	My Care Record
Lead Director	Amanda Lyes, Director of Corporate Services and System Infrastructure
Author(s)	Julie Irving, Information Sharing Programme Manager
Purpose	To provide an update on the progress of My Care Record

Applicable CCG Priorities

1.	Develop clinical leadership	
2.	Demonstrate excellence in patient experience & patient engagement	✓
3.	Improve the health & care of older people	✓
4.	Improve access to mental health services	
5.	Improve health & wellbeing through partnership working	✓
6.	Deliver financial sustainability through quality improvement	

Action required by Governing Body:

To note the report and support the fair processing campaign for our public by promoting awareness of My Care Record.

1. **Background**

- 1.1 <http://www.mycarerecord.org.uk/> was created and is owned by the West Essex CCG, who have been willing to share their learning from their on-going programme with bordering STP organisations to enable a simple message to be broadcast across the region to STP patients and staff. That message is that every GP, hospital, community health, mental health and social care team may all hold important information about patient care. To date those records have not always been easily accessed between those different services. In signing up to a common agreement called My Care Record the right professional will be able to access relevant information to help them make the best decisions about care.
- 1.2 Led by Julie Irving, as Programme Manager, we obtained agreement with West Essex & Herts to roll out the concept of My Care Record across our own STP footprint via the My Care Record Delivery Board, led by SRO Amanda Lyes in May 2019. The delivery of the project depended upon the collaboration of stakeholders across the Suffolk and North East provider organisations and all GPs under three strands: Information Governance, Communications and Existing Technology.
- 1.3 Since the delivery project started, we have created:
 - a single Information Sharing Agreement in collaboration with all providers across the ICS including the practices in our region;
 - Communications plans and materials, including updates to the existing website, resources for all organisations, printed and electronic to support a full fair processing campaign satisfying GDPR requirements, starting on the 14th October 2019.
 - Review and analysis of current sharing via technology to be included under the My Care Record brand.

2. **Progress to Date**

- Delivery of a single Information Sharing Agreement approved by and signed by Caldicott Guardians from 23 health and care organisations and over a hundred GP surgeries across Suffolk and North East Essex
- Enabling of the removal of consent as a basis for sharing patient information for direct care
- Maximising opportunities where technology exists to support sharing
- Established a process for reviewing and assessing inclusion of any new sharing technology to be deployed in health and care organisations across Suffolk and North East Essex.
- Delivering a communications package of all printed materials and website to support the public awareness campaign to organisations satisfying the data protection legislation (minimum of twelve weeks from the 14th October 2019)
- Delivering a website to act as a repository to answer public questions about system and provider responsibilities regarding sharing of patient information for direct care.

3. **Patient and Public Engagement**

- Significant stakeholder patient and public engagement is underway with all organisations including primary care specifically with Information Governance Leads and Communications Leads
- The ICS Clinical Information Assurance Group processed and developed the initial approvals and improvements required for the single information sharing agreement setting out the legal basis for sharing information
- Communications materials have been dispersed and are now on display to all organisations to support the public awareness campaign
- Patient Participation Groups, the Community Engagement Groups have been engaged to support the campaign.

- Patients are directed to printed communications materials and the website as a 'single source of truth' to outline the standards expected from public bodies in respect of individuals' information sharing for health and care purposes.

4. Next Steps

- By the middle of January 2020 we expect to be in a position to enable all individuals' GP records to be shared unless an individual has objected
- Compliance checking is underway to ensure all organisations are complying with full fair processing – updated privacy notices and signposting to My Care Record website alongside the printed materials in public areas
- There are 6 STP/ICS areas within the East of England. West Essex and Hertfordshire CCG and Suffolk and North East Essex have implemented the framework of My Care Record to reflect the sharing of individual information for health and care; the remaining 4 areas within the East of England have also agreed to take the framework for communicating with the public on sharing with the legal framework in place thereby giving a consistent approach across the region.
- Creation of a regional team to support business as usual activities and support other areas deploying My Care Record as a communications and Information Governance framework to support their own sharing technologies.

5. Recommendation

- 5.1 The Governing Body is asked to note the report and support the fair processing campaign for our public by promoting awareness of My Care Record within any, and all public arenas.