

GM Care
Record

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The GM Care Record Information Pack for GPs

June 2021



The GM Care record: Joining-up care Records across Greater Manchester

Health and social care organisations in Greater Manchester have established the GM Care Record (GMCR). It's an evolution of locality-based care records already live in Greater Manchester (e.g. Manchester Care Record, Bolton Care Record etc). However, it collates patient information from across Greater Manchester into one place, making it easily accessible for health and care professionals to inform direct care from across geographies and organisations.

The GMCR is a shared care record bringing together the health and care information of over 3.1m residents, currently coordinated by Health Innovation Manchester with the 10 localities, GM Health and Social Care Partnership and supplier Graphnet.

The record will bring together data from:

- Primary/Secondary Care (GPs/Hospitals)
- Mental Health
- Community
- Specialist Trusts (including the Christie)
- Social Care

Other health and care providers may be added over time.

The record has been used during the COVID-19 pandemic for two purposes:

- It has supported the delivery of direct care to patients across Greater Manchester, giving frontline professionals access to important health and care information to support their care of patients
- Anonymised (deidentified) data from the GMCR is also being used to support University-led research across the community, to understand the pandemic and its impact on GM residents. An overview of the research underway is available at: <https://gmwearebettertogether.com/research-and-planning/>

This information pack is primarily for GP colleagues. The pack covers the basic information that you need as a member of the programme. As the programme progresses, this guide will be updated and supplemented with additional information online.



Section 1:

Patient information for direct care

The GMCR will provide invaluable immediate access to important health and care information in real-time, at the point of care, for the whole care team.

Providing real-time access to a single, secure shared care record, the GMCR allows care professionals to communicate and collaborate safely and effectively across disciplines and organisations. Professionals working in hospital, community, primary care and social care services can all have immediate access to the same up-to-date patient information.

The GMCR will support this in a number of ways:

- It will provide a snapshot view of an individual's health and care history, current and past medications, and previous events and episodes of care will be summarised
- Information such as discharge summaries, clinic letters and case notes will be available, so you will have a broader understanding of a patient's history
- Current medications, medical history, allergies and information about referrals and appointments will be readily available
- Tests and investigations requested by other organisations (with results stored in systems other than your own) will be immediately available to you, so there will be no need to manually request the results of healthcare tests
- Patients will no longer need to retell their story, or recall medication dosages or the outcome of previous care

The scope of information in the GMCR will grow over time.

“The GM Care Record supports clinical decision making by providing access to important information on medications, test results, care plans and social care support. All of which are essential to treating Covid-19 and other health conditions. The accelerated deployment of the single Greater Manchester record is a major step forward in ensuring patients are provided with the best possible care based on the most accurate and up to date information.”

Guy Lucchi, Digital Innovation Director, Health Innovation Manchester



Which health and care organisations will provide the information that will be shared within the GMCR?

The record brings together data from:

- Primary/Secondary Care (GPs/Hospitals)
- Mental Health
- Community
- Specialist Trusts (including the Christie)
- Social Care

What information is shared in the GM Care Record?

Personal information (or Personal Data) means any information about an individual from which that person can be identified. The Personal Data that is shared includes:

Identifying Data: Forename, Surname, Address, Date of Birth, Gender, Age, Postal Address, Postcode, Telephone Number and NHS Number.

Other categories of Personal Data: This includes:

- A list of diagnosed conditions – to make sure your clinical and care staff have an accurate record of your care
- Medication – so everyone treating you can see what medicines you have been prescribed
- Allergies – to make sure you're not prescribed or given any medicines you can have an adverse reaction to
- Test results – to speed up treatment and care and to ensure tests are not repeated
- Referrals, clinical letters and discharge information – to make sure the people caring for you have all the information they need about other care and treatment you are having elsewhere
- Care plans (where available) – for health and care professionals involved in your care to view a joined-up plan of care and the wishes you've asked for in relation to your care
- Relevant information about people that care for you and know you well.
- Basic details about associated people e.g. children, partners, carers, relatives etc.

What information is NOT shared?

Information that would not usually be shared, such as some sensitive information around sexual health and assisted conception, will not be shared within the GMCR.



The system filters out sensitive information based on agreed rules and codes entered at source, so that this is not shared in the record.

How up to date is the information?

For the majority of information sources - hospital, GP and mental health services - information is shared in “real time”. Some GP data can be seen in real time dependent on the locality. i.e. some CCGs include a real time view of all the GP data and for EMIS practices a real time view of patients Meds and Problems is available. All other GP data is updated overnight.

All other data, inc Community, Social Care, Mental Health, Cancer Summary is updated overnight.

The data in our systems is only good as the data that is entered in source systems and how it is entered, so it is every organisation’s responsibility to ensure a consistent high quality of data entry is undertaken to ensure a patient’s record accurately reflects their circumstances.

What does it look like and how does it work?

The GMCR offers an overview of a patient’s health and care information. A user is initially presented with a ‘landing page’ which displays several ‘summary’ tiles of patient data from different organisations – i.e. GP, Acute, MH, SC, community etc.

The user can then click through to access more detailed info for that patient from that organisation.

The information viewed remains in the source system with the GMCR offering a window on the source system. There is also the ability for clinicians to input into an integrated health and care plan and use several e-forms.



More information on accessing the system and the information it contains can be found by viewing this short film: <https://www.youtube.com/watch?v=ISsaaWs8NBE>

Will the GM Care Record replace the system(s) I currently use?

You will continue to use your main care record system (EMIS, Vision, TPP etc.) as you do currently to view the full record for a patient and to record and update information in that record.

Your organisation's electronic record system has a link configured to connect it to the GM Care Record. Information from organisations source systems is read only and updated from source systems. However, there are a number of care plans and e-forms that have been created and held within the GMCR to allow Multi-disciplinary Teams from different organisations across a locality to jointly update patient information.

How will I access the GMCR?

Many users of the GMCR think of it as an extension to their local GP system. A user (GP, Practice Manager) would simply access a patient in their GP system (as they normally do) and can select a single link to access the patient's wider record.

The benefits to users are that they do not have to directly access a separate system and remember a separate username and password.

Who will have access to the records?

Only those users who can currently access the electronic care record within their own organisation will have access to the GM Care Record.

Access to the GMCR is controlled through your main electronic health and care record system access controls (EMIS web, if you are a GP), whether that is using a password, smartcard or other security mechanism. Where there is a link within your own care system, you will only be able to view the records for those patients under your organisation's care and with whom you have a legitimate relationship for the purposes of direct care.

The RBAC and patient group controls within the GMCR mean that users are only able to access patients they have a legitimate relationship with – i.e. patients that they already hold a record for. Once users are able to access that patient they are able to see any other information that have been provided for that patient from other organisations in GM.

The programme's Information Governance group are overseeing access rights, and this will be documented in data sharing agreements and will be subject to audit and monitoring. The system has a strong audit capability. The audit logs detail who accessed a patient, when and what information on that patient they viewed.



Who will action any results that are seen within the system?

The GM Care Record is a supplementary tool to support practitioners by providing health and care professionals with immediate access to information. It does not change any current clinical practice. Usual practice would be that clinical responsibility for follow-up of an investigation remains with the professional who requests the investigation, unless a specific request to the contrary is made.

Will we be able to see the free-text in a patient's record?

At present, free text from GP systems is hidden from view in the GMCR.

Section 2: Our responsibility to keep patient information secure

It is important that we inform patients of the benefits of new technologies and how using them will enhance their care, make it safer, save time and improve communication.

A key requirement is the need to ensure compliance with the organisations' Duty of Transparency under data protection legislation and the patients' reasonable expectation as to the uses of their information under the Common Law Duty of Confidentiality.

Patients should be appropriately informed and understand the purpose and benefits of the shared health and care record.

During the Covid 19 pandemic the rules around sharing patient data were revised (known as a COPI notice), requiring health and care organisations to share data to support patient care and public health efforts.

On 30 September 2021 this temporary revision will be reviewed and either extended, amended or withdrawn. The GMCR programme team will advise of any changes and what this means in relation to the GM Care Record.

Patients must be made aware of their right to object to having their data shared between health and care providers. They have a right to object and to have that objection considered. There is also the national data opt out we will need to reference for secondary uses.

Although some parts of GM have already run public campaigns for their locality care records, this will be supplemented with this additional Greater Manchester-wide campaign. To support this, we are providing information and online resources for health and care organisations to use in order to inform patients.

Is consent required for us to use patient's health and care information in the GMCR?

In the healthcare sector, patient data is held under a duty of confidence. Healthcare providers generally operate on the basis of implied consent to use patient data for the purposes of direct care, without breaching confidentiality.

<https://ico.org.uk/for-organisations/in-your-sector/health/health-uk-gdpr-faqs/>

In delivering care to individuals, it is reasonable to assume that the individual would expect relevant information about their care to be shared with others involved in the delivery of their care, and that this would not exceed their reasonable expectations of privacy. Consent may thereby be implied, and formal, explicit consent is not necessary.

Information governance compliance materials to support data sharing arrangements

An information governance group with representatives from across Greater Manchester, including Information Governance leads and Data Protection Officers, are reviewing the required data sharing arrangements with support from legal advisors. The current data protection impact assessment for direct care in relation to the GMCR is under review and will be shared widely as well as being made publicly available.

Local IG teams will contact you with the data sharing materials. Your Data Protection Officer will be able to answer questions, escalate any issues and offer guidance.

Communicating with patients

The public already largely expects health and care organisations to be sharing information between different systems and there is plenty of anecdotal evidence that they are surprised to find this isn't already happening. Much of this information is already shared via non-digital means (letters, faxes, verbally).

However, health and care organisations have a duty to inform patients when a change to how information is managed is introduced and give them an opportunity to opt out of the new usage.

The formal process is that organisations publish a privacy notice (or supplementary information to support their existing privacy notice). We will provide you with this to publish. This form of legal wording will notify patients about how their information will be used.

Residents will be informed about the GM Care Record and directed toward more information including the updated privacy notice via communications materials, which will explain how their information will be used, alongside the benefits. Information on how to object, and opt out, will be included.



Communications will be relevant to all data uses – direct care and secondary uses. More detailed information about this communications campaign is provided later in this document.

The duty of transparency campaign across GM

In line with national transparency guidance, Health Innovation Manchester will be running an information campaign on behalf of all providers in Greater Manchester and providing resources to providers to support them in doing this locally.

What you will need to do to fulfil the duty of transparency

We will provide everything you need to fulfil this duty, however the steps involved are laid out below.

1) Publish your privacy notice

You are required publish a privacy notice (or supplementary information to support their existing privacy notice) on your website. This form of legal wording will notify patients about how their information will be used in the future. A hard copy can be provided if you wish to display this – and posters will be provided to sign-post its availability. You may also choose to link to this notice on the GMCR website available here: <https://gmwearebettertogether.com/your-privacy/>

2) Update your website with information about the privacy notice and shared record

A paragraph of text will be provided for you to use on your website. Please publish this and ensure that the link to the GM Care Record website is working as expected.

When updating your website, please check any existing information about ‘record sharing’, summary care records or other local initiatives to ensure that it makes sense to anyone visiting your website.

3) Read the information on the GM Care Record website and the information contained in this pack

It is important that you understand how the joined-up record works, so that you can talk to patients about it with confidence. You may wish to consider appointing a lead or ‘champion’ in your practice.



4) Put the public information on display in your practice

We will provide you with posters and leaflets to go in your GP practice. These should be on display in waiting rooms, reception area, consultation rooms.

5) Keep supplies of the information leaflet in your consulting rooms so that you have copies to hand if patients ask about the programme

We will provide you with posters and leaflets to go in your GP practice. These should be on display.

6) Talk to patients about the GM Care Record

Please give the leaflet to patients. When sharing the leaflet with them, it is important highlight the benefits of being part of this joined up record, how it will support their care, your work as a health or care professional and the security around how information is stored.

Communicating with patients

One of the most efficient and reliable forms of communication will take place in GP practices, through the distribution of printed materials and through conversations with patients.

Patients will be alerted to the updated privacy notice via the communications campaign, which will explain how their information will be used, alongside the benefits. Information on how to object, and opt out, will be included in this.

We are providing:

- Leaflets and posters to display in public areas and have available in consulting rooms
- Text for your website
- An item to include in your patient newsletter
- Messages and images for your social media channels
- A URL (web link) that can be used to direct people to the GM Care Record website for information

In addition, the following methods are also being used to support the communications of the GM Care Record



- We are engaging with PPGs, local voluntary sector groups and those who use health and care services most frequently on their attitudes to data sharing
- We are also looking at advertising opportunities in local publications, radio and social media
- Work with the local media on the GM Care Record and stories around its impact on the care and treatment of citizens.

All communications materials are available as a toolkit here:

<https://gmwearebettertogether.com/toolkit/>

