

Sharing your medical record

Quick Start Patient guide to sharing

The person who gave you this leaflet uses computer software, called SystmOne, which is used widely across the NHS and by many care organisations throughout Leicestershire, in order to maintain accurate medical records about you.

These records store important and often sensitive, confidential, information about your health and the care you have received in the past. Your record may contain information from various health and social organisations, especially if your needs are complex. These may include records from urgent care settings or 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 affect the quality of care you receive. You may change your mind about sharing at any time. Organisations using SystmOne 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 organisations, not close to your home, ask 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. You can also set this using the SystmOnline portal.

If you do not have a mobile phone number or email address and don't use SystmOnline, then your GP practice will be able to record your choices for you.

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

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

If you would like to read more about SystmOnline please go to:

<https://systemonline.tpp-uk/2/help/help.thml> or ask at your GP Practice.