

# Sharing your health and care information

Making the right information available to the right people at the right time

## GETTING THE BIGGER PICTURE



A new service called **SIDeR (Somerset Integrated Digital electronic Record)** is being rolled out across Somerset over the next few years to allow GP practices, hospitals and Social Care to securely view your health and care information.

This new technology will help us to link up our existing IT systems that record and securely store your information, so that medical and care staff can view your information to help them deliver better and safer care for you. For example, they will

be able to see what medications you're taking, what allergies you have and what appointments you have coming up. If you have a care plan in place, they will also be able to see this to understand what your exact needs are.

## SIDeR HELPING YOU



**Frank has diabetes. While out shopping he became ill due to very low blood sugars and was taken to his local Accident and Emergency department.**

Frank was very confused, he knew his name and address, but couldn't remember who his GP was or what medication he was taking.

Using SIDeR, A&E staff were able to view his records, check his medical history, medication and allergies.

Frank got the treatment he needed and they decided to stop some of the medication he was on that caused the low blood sugar. A message was sent to Social Services using SIDeR, requesting an assessment for Frank for when he was discharged.

The Social Worker used SIDeR to find out what treatment Frank received, and arranged a package of care and a key safe for the front door.

His GP carried out a review and created a care plan for Frank's diabetes, which she shared with the District Nurse through SIDeR, saving her a trip to the GP practice.

## TECHNOLOGY FOR THE FUTURE

**Taunton and Somerset NHS Foundation Trust is introducing new technology to improve patient care using £10m of government funding for digital projects.**

- A new clinical app called Streams will allow doctors and nurses to capture your key information, such as your pulse or blood pressure, on a mobile device at your bedside. They will also be able to look at results of any important clinical tests, such as blood tests, in one place.
- Doctors and nurses will be able to record your 'vital signs' on a mobile device. They will also be alerted to any patient who may need assessing immediately.
- Digital whiteboards will give all medical staff working on a ward an overview of patients, helping to improve care, ward transfers and discharge from hospital.

For more information, visit [www.tsft.nhs.uk/patients-and-visitors/confidentiality-and-data-protection/](http://www.tsft.nhs.uk/patients-and-visitors/confidentiality-and-data-protection/)

## SIDeR in action

### Your GP records

As part of SIDeR, hospitals and out of hours services, (for example, NHS 111 and community care) can, with your consent, now view your GP records electronically using GP Record Viewer.

GP Record Viewer allows clinicians, with your GP records at hand, to treat you quicker and more effectively. It has also reduced the amount of time GP practices spend answering calls from other care providers requesting your information.

As SIDeR progresses, more records will become available in this way.

### The benefits to...

**SECURE**

#### An Out of Hours GP

"Even on day one of the new system, we received some abnormal lab results. Without access to the patient's GP record, I would have had to recommend the patient go to A&E, but as I could see their GP record I knew that attending A&E was not actually necessary."

#### A Paediatrics Consultant

"I accessed the GP record to complete a timeline on a young person who may have been at risk of abuse. Normally, getting this information would mean writing to the GP to get a print out of all their attendances. It was so much easier using GP Record Viewer."

### APPROPRIATE

#### A&E Nurse Practitioners

"I had an elderly lady who knew she was taking a new tablet but could not remember what it was called. She said she was not allergic to anything, however she was. These sorts of things could have proved really dangerous without being able to verify the information quickly."

"By having access to the GP record I was able to avoid duplicating blood tests and carrying out an unnecessary X-Ray examination."

### Confidential

#### A Somerset primary link nurse

"Social Services called, a lady had thrown out her husband who had dementia. They had arranged an emergency placement for him, but no one seemed to know what tablets he should be taking. As I had access to the GP record I was able to tell them his current prescription, allowing medication to be dispensed and given safely."

Look out for more information on SIDeR in future editions of *Your Somerset*.

## SPEEDING UP THE REFERRALS PROCESS

**Yeovil District Hospital clinical services have been working with GP practices across the area to improve the referrals process for patients. By using the hospital system they can now check and track patient referrals electronically, reducing response times.**

GPs can now book an appointment for you and offer a choice of slots for 99 per cent of appointments. You can also choose to receive your appointment details by email or text.



## ELECTRONIC PRESCRIPTION SERVICE

**Nearly all GP practices in Somerset offer the Electronic Prescription Service (EPS).**

This allows your GP to send your prescription electronically to the pharmacy of your choice. Speak to your GP practice or local pharmacy to find out more, or visit [www.digital.nhs.uk/electronic-prescription-service](http://www.digital.nhs.uk/electronic-prescription-service)



## YOUR PERSONAL INFORMATION AND THE LAW

**New laws are being introduced, which will give you more rights over what happens to your personal information.**

The UK Data Protection Act (2018), which comes in on **25 May**, will see the UK adopting new rules. This will change how all organisations and businesses deal with your personal data.



## SO, WHAT DOES THAT MEAN FOR YOU AND THE INFORMATION WE HOLD ABOUT YOU?



For more information about the changes to the law and how it affects you, visit the Information Commissioner's Office website at [www.ico.org.uk](http://www.ico.org.uk) or NHS Digital at <https://digital.nhs.uk/>

## A PATIENT'S VIEW

**Many of us have computers, but how can we use them to improve our health?**

- Sign into your patient record and see some of your own information
- Order your repeat prescriptions
- Learn more about your health, your conditions and how to keep well

To find out more, visit [www.nhs.uk/GPonlineservices](http://www.nhs.uk/GPonlineservices)



If you would like to know more, please contact the Patient Advice and Liaison Service (PALS), by writing to NHS Somerset Clinical Commissioning Group, Freepost RRKL-XKSC-ACSG, Yeovil, Somerset, BA22 8HR, phoning **0800 085 1067** or emailing [somccg.pals@nhs.net](mailto:somccg.pals@nhs.net)