



Listening to local
people
Shaping health
services in Somerset

December 2019

Who has given us feedback ?

In Spring 2019, Healthwatch Somerset spoke to local people about their views on the NHS Long Term Plan and their experiences of accessing healthcare in their own communities. The report published in May 2019 identified 13 key findings. One of these was that people would like **better data sharing between NHS organisations both within the county and externally (as many people go out of county to access care and treatment).**

What has been done to improve this?

GP Record viewer lets health professionals see your GP record when you need care. It works in a wide range of health settings including hospitals, hospices and out of hours doctors. This saves time, helps staff make decisions faster, and makes sure patients do not have to repeat their information again and again. The GP Record viewer project is part of the Somerset Integrated Digital e-Record (SIDeR) Programme, which aims to improve health and care information sharing. You can view more by [clicking here](#).

We have introduced the Electronic Palliative and Care Coordination System (EPaCCS).. This is a shared care record for patients with life limiting illnesses and can be viewed and updated by health and care organisations involved in the patient's care.

What are we still working on?

The next step is to go live with the SIDeR Shared Care Record which will allow healthcare staff in Somerset health and social care organisations to view each other's patient records.

What do we know could be done better?

We would like to see shared information with health organisations outside of Somerset such as Royal United Hospital, Bath, Weston General Hospital and South Western Ambulance Service.

You can find more information on how your information is shared by [clicking here](#). If you are interested in sharing your views on NHS digital services in Somerset join our Digital People Champions group. You can find out more by emailing somccg.engagement@nhs.net.