

Hertfordshire and West Essex

Shared Care Record

Key training points for safe use of the Hertfordshire and West Essex Shared Care Record (Oracle Cerner Health Information Exchange)

This document is to support staff delivering training on the HWE Shared Care Record. All points should be used in addition to your organisation's clinical safety case for the HWE Shared Care Record. V2.0 Updated May 2024.

Part A: Using the information within the HWE Shared Care Record

This information is also covered within the [FAQs for Health and Care Professionals](#) and/or this video: [Using Information in HWE Shared Care Record](#). It is recommended that all users have read/viewed these in full.

A1 Direct Care

The Shared Care Record is only for direct care and is not to be used for other purposes such as research or planning. A full audit trail of access is maintained.

Information should only be viewed by health and care professionals when it is needed to deliver care to an individual they are working directly with. It is not appropriate to look at your own information or information about friends and family unless you are directly involved in their care. The Shared Care Record is only for health and care staff, it is not a patient portal.

A2 The Shared Care Record is not the full patient record

The Shared Care Record will increase the amount of information available. However, users should verify information wherever possible and continue to use their judgement knowing it is likely that they do not have access to all relevant information for a patient/service user.

A3 Reporting back on test results

It is important to exercise caution when sharing test results with an individual that you have not requested. Responsibility for delivering results outcome and treatment decisions based on these remains with the professional who orders an investigation.

A4 Read-only use of information/notifications

There is no print facility within the Shared Care Record. Users should not print or take screen shots of the information within the Shared Care Record as this creates risks around data security, record duplication and out-of-date information being used.



The Shared Care Record does not notify users of new information and does not replace any current methods of formal communication. For example, letters and discharge summaries will continue to be sent to an individual's GP.

A5 Recording information in your own system

When recording information in your own record system, please consider other users. For example, by not using abbreviations that would not be understood by colleagues in other services.

A6 Consent

Secure sharing of information between health and care services is an essential component of safe and effective care. In line with UK GDPR, there is no need to ask for an individual's consent to access their record, but it is important to be transparent. You should inform individuals that you are accessing their records from another service whenever possible.

It is also important to access and use information appropriately; this should fit the reasonable expectations of the individual about what is necessary for their direct care.

We use the [My Care Record website](#) and other communication materials to let the public know how their information will be used to improve their care. You can refer the public to the My Care Record website if they would like more information. If you have a conversation with a patient or service user who wishes to object to their information being shared the below information may be helpful:

- You can object to your record being shared between services. To do this, speak to the person delivering care to you at each organisation such as your GP, specialist or social worker.
- It is important to understand that not allowing access to your information may affect the quality of the care you receive.
- Only health and social care professionals involved in your care are allowed to access your information. These people are viewing your record to give you the best quality care they can.
- In many situations it is necessary to share information between services to deliver care. There may also be some situations where information still needs to be made available. For example, if there is a serious concern about an individual's safety.
- However, it may be possible to request that specific or sensitive information is not made available.

Speak to your organisation's Data Protection Officer if you need further support.



Part B – Using the Health Information Exchange system

This information is also included with more detail and screenshots within the standard Hertfordshire and West Essex Shared Care Record HIE User Guide and Training videos please see [User training resources](#).

B1 How data are displayed

The technology used to create the Shared Care Record is called the Health Information Exchange or HIE. The HIE creates a read-only view of information from multiple record systems that send different information to the HIE in different ways.

Therefore, please be aware: Individual sections/widgets are not a complete list of information from all providers. The same type of information sent by different organisations may be presented in different ways and appear in different sections/widgets. For example, GP medications will usually be in the GP record widget, but hospital medications may be in the Medications widget. Additional medications may also be found within documents such as hospital discharge summaries found in the 'Clinical Correspondence' section.

Prescribed vaccinations and allergies are other examples of important information that is likely to be found within GP reports as well as within other named sections.

Information from some organisations will only be available from the date that their record system connected to the HIE. There will be no information about care provided before this point. In our ICS area, this applies to the information provided by the acute trusts.

B2 Where to find information

Some reports or documents that can't be mapped to an appropriate section/widget may be found in 'Miscellaneous Reports', for example Out of Hours reports.

Hospice information is found within the 'Community' section of the HIE, along with community service providers. Each service will have a separate report within the section.

Mental health information from Hertfordshire Partnership University NHS Foundation Trust (HPFT) is *not* found in the Mental Health section but will be displayed in the relevant other sections, such as 'Referrals' and 'Encounters'.

If a user can't find a piece of information, it is worth checking that the information is being shared as data sets do vary between organisations. The data sets being shared by partners in Hertfordshire and West Essex can be found at:

<https://www.hertsandwestessex.ics.nhs.uk/documents/shared-care-record-data-sets-being-shared/>



B3 Searching/Filtering

The search function can be used to look for specific words or items, including within reports. Using the search function will filter the data in the HIE to just the search results. Remember to clear the search afterwards to restore all other data in the sections.

There are several filtering options including timeframe. Filtering by source allows you to find information from a specific provider. Filters are stored and will be applied next time you access the HIE so make sure to reset them using the Reset button.

B4 How the Shared Care Record matches records

The HIE works by searching multiple record systems (from each connected partner organisation) for matching records and presenting the available data to the user. Name, date of birth, address, NHS number and other pieces of demographic information are used to match records.

When a record in a partner organisation's system has incomplete or incorrect demographic data, for example no NHS number, there is a very small risk of an incorrect match being made. This would result in incorrect data being displayed within the Shared Care Record. Users should be aware of this risk and check information with the patient/service user where possible.

