

**Reference: FOI.ICB-2223/017**

**Subject: ICB Shared Care Records**

*I can confirm that the ICB **does hold the information requested**; please see responses below:*

QUESTION	RESPONSE
<p>1. I'm aware that there are a number of ICS-level Shared Care Records, and that each UCS is required to have one. Please tell me the name of the Shared Care Record for your ICS, and also the name or names of the software provider(s) - e.g. Graphnet, Orion, Interweave, etc. In addition, if your ICS's Shared Care Record is shared between several ICSs, please let me know the names of the other ICSs with which your Shared Care Record is shared</p>	<p>Shared Care Record: Connecting Care Software provider: Orion Health Integrated Care System (ICS): Bristol, North Somerset and South Gloucestershire only</p>
<p>2. Other than processing patient data for the provision of direct care what other permissions or purposes would these software companies have.</p>	<p>Software provider – processing data to provide software support and maintenance and software development</p> <p>The software provider DOES NOT process data for direct care.</p> <p>Commissioned providers process data for direct care purposes.</p>
<p>3. Could you please provide a list of any and all bodies and organisations outside the NHS to either the shared care record or any data within it.</p>	<p>Primary Care Networks / Groups of GP Practices</p> <p>AFFINITY (BNSSG) PCN BRIDGE VIEW PCN BRISTOL INNER CITY PCN</p>

CONNEXUS PCN  
FABB (FISHPONDS, AIR BALLOON & BEECHWOOD) PCN  
FOSS (FIRECLAY & OLD SCHOOL SURGERY) PCN  
GORDANO VALLEY PCN  
HEALTHWEST PCN  
MENDIP VALE PCN  
NETWORK 4 (BNSSG) PCN  
NORTHERN ARC PCN  
PHOENIX (BNSSG) PCN  
PIER HEALTH PCN  
SEVERNVALE PCN  
STOKES PCN  
SWIFT PCN  
TYNTESFIELD PCN  
YATE & FRAMPTON PCN

Non NHS Providers:

Councils:

- Bristol City Council
- North Somerset Council
- South Gloucestershire Council

Other Providers:

- Brook Bristol Organisation
- Vita Health Group
- Weston Hospice Care
- St Peters Hospice
- South West Children's (Charlton Farm) Hospice

- Practice Plus Group Hospital Emersons Green
- Practice Plus 111
- St Mungos
- Bristol Drugs Project
- British Red Cross
- We Are With You
- Second Step
- Hanham Secure Health

Residential and Domiciliary Care providers:

- Belvedere Lodge Ablecare
- Crossley House Ablecare
- Frenchay House Ablecare
- Hengrove Lodge Ablecare
- Patron House Ablecare
- Rosewood House Ablecare
- Arbour Walk Cedar Care Homes Ltd
- Gracefields Cedar Care Homes Ltd
- Oakhill Mansions Cedar Care Homes Ltd
- Saville Manor Cedar Care Homes Ltd
- The Lodge at Oakhill Cedar Care Homes Ltd
- 121 Watley's End Road Milestones
- 25-27 Teewell Ave Milestones
- 2A Court Road Milestones
- 33 Charnhill Crescent Milestones
- 46 Bath Road Milestones
- 63 Coronation Road Milestones
- 63 Lambrook Road Milestones
- 77 Gloucester Road North Milestones

	<ul style="list-style-type: none"><li>• 8 Graeme Close Milestones</li><li>• 80-82 London Road Milestones</li><li>• Church Road Milestones</li><li>• Cleeve Hill Milestones</li><li>• Court View Milestones</li><li>• Cranbrook Road Milestones</li><li>• Crantock Drive Milestones</li><li>• Elysian Villas Milestones</li><li>• Fairburn Milestones</li><li>• Felix House Milestones</li><li>• Flaxpits House Milestones</li><li>• Furber Road Milestones</li><li>• Greengates Milestones</li><li>• Humphry Repton House Milestones</li><li>• Kilvie House Milestones</li><li>• Kingsway Milestones</li><li>• Mayfield Park North Milestones</li><li>• Mayo House Milestones</li><li>• Mortimer House Milestones</li><li>• Mulberry House Milestones</li><li>• Northumberland Road Milestones</li><li>• Stibbs House Milestones</li><li>• The Chestnuts Milestones</li><li>• The Recovery Hub Milestones</li><li>• Tramways Milestones</li><li>• Vaccall Road Milestones</li><li>• Wyvern Lodge Milestones</li><li>• Manor Community</li><li>• The Thomas More Project</li></ul>
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	<ul style="list-style-type: none"> <li>• Grace Centre Order of St Johns</li> <li>• Petersfield Shaw Healthcare</li> <li>• Springbank Shaw Healthcare</li> <li>• Sycamore Lodge Shaw Healthcare</li> <li>• Urmston House Shaw Healthcare</li> <li>• Wood House Shaw Healthcare</li> <li>• Silver Trees Handsale</li> <li>• Winash Care Home</li> <li>• Access your care</li> <li>• Nobilis Care South Limited</li> </ul>
<p>4. Are there any circumstances at all in which police or immigration authorities specifically would be able to have access to ShCR's and how would consent for this be given?</p>	<p>The Police and / or Immigration Bodies would be provided access to the Shared Care Record if they had a legal basis or court order. However – given that the Connecting Care Shared Record is a “copy of a record” then this is extremely unlikely to be requested.</p> <p>The Police have safeguarding responsibilities. In the future – individuals that work in safeguarding co-ordination units may be given access. This is not currently planned.</p>
<p>5. I have a specific question about delegated consent ie people who cannot make decisions for themselves - please could you provide me with a copy of the policy on delegated consent.</p>	<p>Not applicable.</p> <p>Consent is not used as a legal basis (under GDPR) for the Connecting Care Shared Care Record information sharing.</p>
<p>6. please could you provide your policy or policies around consent for the use of data in the shared care record by external sources, police, private health, sexual health clinics, child services, DWP, local councils, and mental health services</p>	<p>Not applicable.</p> <p>Consent is not used as a legal basis (under GDPR) for the Connecting Care Shared Care Record information sharing.</p>

<p>7. will the shared care record in your ICS be used for any purposes beyond direct care, eg population health management, planning, and research. If so, which uses, by whom, and how have these been communicated to users of the shared care record and patients themselves.</p>	<p>The use of the Connecting Care Shared Care Record for population health management is not currently planned.</p> <p>The data in Connecting Care is only used for direct care purposes as defined in the Caldicott Report: Report on the review of patient-identifiable information.</p> <p>“A clinical, social or public health activity concerned with the prevention, investigation and treatment of illness and the alleviation of suffering of an identified individual. It includes supporting individuals’ ability to function and improve their participation in life and society. It includes the assurance of safe and high quality care and treatment through local audit (identified patient safety), the management of untoward or adverse incidents.”</p>
<p>8. How have people been told they can opt-out, as in, by Email, Phone, or leaflet in a local GP surgery etc. and what % of people that your ICB (or relevant body) covered have been informed directly about this restructuring or their records, and to stress, how have they been most importantly - please list any and all initiatives for this, and if you have any of those materials <u>can you please give me a copy of them.</u></p>	<p>All residents over the age of 16 were advised about the shared care record when it was created. They were advised by letter. All were offered to “opt-out”.</p> <p>We do not know the % of the current population that this covers.</p> <p>The ICB provides information about the Connecting Care Shared Care record on its website: <a href="https://bnssg.icb.nhs.uk/about-us/">https://bnssg.icb.nhs.uk/about-us/</a></p> <p>The other three strategic commissioners, the three Local Authorities, (Bristol City Council, North Somerset Council and South Gloucestershire Council), and also those that contribute to the record and view the shared care record also provide information. This is found in the organisations privacy notice / transparency notice on their website.</p>

	<p>In addition, the Connecting Care Partnership provides additional informing:</p> <ul style="list-style-type: none"> <li>• a public website</li> <li>• leaflets and posters for GP Practices and providers</li> <li>• flyers for specific events</li> <li>• screen shows for GP Practices</li> </ul> <p>The link to the partnership public website is here:</p> <p><a href="https://www.connectingcarebnssg.co.uk/">https://www.connectingcarebnssg.co.uk/</a></p> <p>Leaflets and posters are currently being updated.</p> <p>The leaflet that is currently available at GP Practices is attached.</p>
<p>9. How many opt-outs have there been as of the date of this request being sent?</p>	<p>There are currently 3089 “opt outs” by residents that are not deceased.</p> <p>Please note: We do not offer full opt-out. Citizens are able to suppress their record from being viewed by other health and care professionals – except for safeguarding.</p> <p>All records in the shared care record are shared with safeguarding professionals.</p>
<p>10. if a patient who has opted out in your ICS moves to another ICS, will they need to opt-out again?</p>	<p>If the patient / resident moves to another ICS they will need to ask if opt out is offered. Not all shared care records offer this.</p>



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	<p>It is not related to the national opt out process. Further information about the national opt-out process can be found here: <a href="https://digital.nhs.uk/services/national-data-opt-out">https://digital.nhs.uk/services/national-data-opt-out</a></p>
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***The information provided in this response is accurate as of 8 August 2022 and has been approved for release by Sarah Truelove, Deputy Chief Executive and Chief Finance Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.***



# What is the Connecting Care Local Record?

**The Connecting Care Local Record is a way for staff who are directly involved in your care to share relevant information about you in a way that is secure, controlled and consistent.**

This is a single electronic view of specific, up-to-date, information relating to your care. It shows staff, who are directly involved in your care, a summary of your existing records, such as those held by your GP, hospital or social care provider.

By having a Connecting Care Record, health and social care staff who are caring for you will be able to coordinate and manage your care better.

If you are under 19 your Connecting Care Record will also be shared with Children and Young People's Services within the Local Authority to provide safeguarding and early help services.

## **Who will be able to have access to my Connecting Care Record?**

Your Connecting Care Record will only be available to authorised staff. Those who access your record will only do so with legitimate reason.



## What information can they access?

Your Connecting Care Record may contain information on:

- Who is involved in your care
- Medical conditions or allergies
- Medications and changes to your prescriptions
- Recent and planned future appointments, outcomes and results
- Diagnoses
- Radiology and pathology reports (X-rays and blood test results)
- Key documents such as care plans and letters about treatment and referrals

## What if I don't want a Connecting Care Record?

You can opt out of the Connecting Care Record either by telephoning the Customer Services Team Freephone 0800 073 0907 or 0117 900 2655 or by downloading a form from our website.

## Useful information

If you require further information please visit our website:  
[www.connectingcarebnsg.co.uk](http://www.connectingcarebnsg.co.uk)

