

Surrey Care Record

Public information leaflet



The Surrey Care Record is a local, digital shared care record for health and care professionals across Surrey Heartlands.

It allows the secure sharing of your health and care data between authorised health and care professionals for the purposes of delivering safer, quicker, more personalised and more coordinated local health and care services.

It will avoid the need for you to re-tell your details to each local care provider, as up-to-date information about your care can be appropriately available for them to view.

In practice this means improved sharing of information such as tests and results (preventing duplicate tests and unnecessary appointments), improved knowledge of your allergies and medications by care providers, and reduced risk of errors or misinformation.

It is also a much more secure and efficient way of sharing your information, compared to existing methods of communicating between organisations.

“The Surrey Care Record brings Surrey into the digital 21st century. It means information will be able to flow between organisations and people will only have to tell their story once. All access to the Surrey Care Record is subject to review and approval to ensure it is fully appropriate and supports the direct care of individuals.”



Dr. Andrew Sharpe

Surrey Heartlands Chief Clinical Information Officer
General Practitioner, Ashley Centre Surgery, Epsom

Safe and secure sharing of information



Your information will be stored securely. Authorised professionals involved in your care must have a legitimate reason to access your information. Only approved staff can log onto the Surrey Care Record. Access is individually logged so we can track who has read the record and for what purpose.

For more information about how your information is shared, and with whom, please view the Surrey Care Record Privacy Notice on the Surrey Heartlands website below:

www.surreyheartlands.uk/surrey-care-record-privacy-notice

Supporting your care beyond local services

The Surrey Care Record is also contributing to the wider health and care strategy across the Thames Valley and Surrey region, which will eventually lead to improved sharing of information across county borders between the health and care services people receive outside their local area.

For more information, please visit their website at www.thamesvalleysurreycarerecords.net

Legal right to object

The NHS strongly recommends the sharing of data and real world experience demonstrates that it leads to higher quality and safer care. You do however have a legal right to object to the processing of your personal data.

If you do wish to object, you should therefore contact your GP practice and the other organisations involved in your care and understand what it means for you. An objection to sharing your information will mean that your data will not be shared for any kind of direct care, including extended hours GP access and emergencies.

Further information and contact details

The Surrey Care Record is managed by the Surrey Heartlands Clinical Commissioning Group.

-  You can visit our Surrey Care Record web page at **www.surreyheartlands.uk/surreycarerecord**
-  You can also view our Surrey Care Record frequently asked questions by visiting **www.surreyheartlands.uk/frequently-asked-questions** (click on the Surrey Care Record tab).
-  If you have any further queries, please write to us at **enquiries.surreycarerecord@nhs.net**

Alternative formats and translations

- The information in this leaflet can be made available in alternative formats, such as easy-read, large print and Braille, and in alternative languages on request.
- If you need this information in another language or format please contact us using the details below.
- Jeśli potrzebujesz tych informacji w innym języku lub formacie, skontaktuj się z nami, korzystając z poniższych danych.
- 如果您需要该信息的其他语言或格式版本，请使用下面的详细信息与我们联系。
- Si necesita esta información en otro idioma o formato, contáctenos usando los detalles a continuación.
- Se precisar desta informação noutro idioma ou formato, por favor entre em contato conosco através dos dados em baixo.
- Si vous avez besoin de ces informations dans une autre langue ou dans un autre format, veuillez nous contacter en utilisant les coordonnées ci-dessous.



enquiries.surreycarerecord@nhs.net