

Frequently asked Questions

Who can see my data in the Coventry and Warwickshire Integrated Care Record (ICR)?

Health and social care professionals from the following organisations in Coventry and Warwickshire who are directly involved in an individual's care:

- GP practices within Coventry and Warwickshire
- Coventry and Warwickshire Partnership NHS Trust
- University Hospitals Coventry and Warwickshire NHS Trust
- George Eliot Hospital NHS Trust
- South Warwickshire NHS Foundation Trust
- Coventry City Council
- Warwickshire County Council
- West Midlands Ambulance Service University NHS Foundation Trust

Who is responsible for the Coventry and Warwickshire ICR?

The Coventry and Warwickshire ICR is owned and governed by the NHS and local authorities of Coventry and Warwickshire

What are the benefits of sharing my record?

The benefits of sharing records in the Coventry and Warwickshire ICR are:

- Reduce how often you need to repeat your health and social care history to individuals involved in your care and support
- Improve your safety, the clinicians have up to date medications and allergy information direct from the GP system
- Improve clinical decision making, the clinician can see recent visits and also any tests requested and prescriptions issued
- Improve clinical efficiency, by ensuring the clinical teams have appropriate and timely access to clinical information to inform your care

Is this a local or national thing?

This Coventry and Warwickshire ICR has been developed locally. There are equivalent data sharing initiatives in other areas but this is a local development.

Doesn't everyone involved in my health and social care already have access to this information?

No, each organisation will keep its own record. For example, everyone who is registered at a GP practice will have a record kept at that practice.

If you attend a local hospital, they will create their own record, and the same for social care services. Many of these records are now held electronically, which means that we can now start to bring all the information together in one place for a fuller picture to support care needs.

I live in one county, but I am registered with a GP in a different county, so am I included?

Currently patient/clients who are registered with a GP practice in the Coventry and Warwickshire areas will have their GP information included in the ICR. As the project expands and more partners come involved, this will grow and expand.

How will you prevent the information being used inappropriately?

For health and social care organisations to be able to keep records about you, by law they must comply with the Data Protection Legislation. All staff members within these organisations receive training on their responsibilities under the Legislation.

Use of your information is governed by existing rules and regulations to protect patient/client confidentiality. The NHS and Local Authorities take data management and security of confidential information very seriously.

Information held within the Coventry and Warwickshire ICR, will never be made public, used for advertising, or sold. Professionals accessing your information are subject to the existing codes of conduct for NHS and local authority staff, which means they must respect patient/client privacy and keep all information about you safe.

For more information about how the NHS handles your health records visit [NHS Choices](#).

Can I see my information, or could someone ask to see it on my behalf?

Yes. You have the right, under the Data Protection Legislation, to request access to any information that organisations like the NHS hold about you.

This includes copies of paper, electronic and hybrid patient/client health records. For more information about how to view your health care or social care records, please visit the relevant organisations' website.

Does the ICR include sensitive information?

Some sensitive information is withheld from your shared record. Sensitive information such as attendance at sexual health clinics, fertility treatment records, and records relating to gender reassignment will not be included.

An Information Sharing Agreement for the ICR will be in place to ensure the appropriate exclusions are in place to meet legal/statutory requirements and sensitivity concerns.

What if I don't want my information to be viewed?

You are able to opt out from the Coventry and Warwickshire ICR and prevent your data being viewed on the system, though please be aware that we do not recommend this.

If you choose to opt out, your information will not be available via the ICR however it will continue to be shared by health and care organisations by phone, email, and on paper where required as part of your direct care. Please consider carefully before opting out as it could mean vital information about you is not immediately available when you require health or social care support.

What if I want to change my mind and opt in, if I've already opted out?

If you have previously opted out, you can opt back in at any time by contacting any care professional but only the GP can update the clinical system. Your GP record will be updated to enable data to be viewed for your direct care.

Identified sets of Primary Care clinical data will be recreated in the ICR, other care providers data will start from the data the opt back in request is processed. There will be no historical data for the period of the opt out.