



# Improving your care when your GP Surgery is closed

**This leaflet explains how your health information can be shared with the NHS Out-of-Hours GP Service when your usual GP Surgery is closed, so you can receive safer, better coordinated care**

The NHS GP Surgeries in Oxford and the local NHS 'Out-of-Hours' Service – the emergency GPs accessed through 111 – are working together to improve their medical records systems.

The new system allows the professionals providing your care to make better decisions about your healthcare – 24 hours a day, 7 days a week.

With your permission, the health professionals who care for you when your GP Surgery is closed can check your GP medical record for important information, including your health conditions, your medications, and your recent test results.

## **How does it work?**

This Oxford-based initiative makes it possible for the health professionals in the local Out-of-Hours GP Service, working from the 'out-of-hours' health centres in Oxford or Abingdon, to view your GP medical record when your usual GP Surgery is closed.

This is because the medical records of most Oxford patients are now stored on a secure electronic system called EMISWeb. When a health professional views your medical record, this system transfers your information to the doctor's computer through a secure NHS network called 'N3'.

Access to your GP medical record is only available to authorised healthcare staff who must preserve your confidentiality. If a health professional in the Out-of-Hours GP Service wishes to view your record, you will be asked for your permission. You can choose to not allow this – it is your decision.

## **What does your GP think?**

Oxford GPs have led the development of this new information-sharing system because they believe it provides safer and more coordinated care for patients and carers. It especially helps people with ongoing health problems, the elderly and those in care homes.

## What are your choices?

- **If you are willing** for your GP medical record to be shared with the Out-of-Hours GP Service when required for your care, you do not need to do anything. Your record will remain securely stored and will only be accessed if you use the Service and give the health professional your permission.
- **If you are NOT willing** for your GP medical record to be shared with the Out-of-Hours GP Service under any circumstances, let your GP Surgery know – an electronic flag will be added to your record which will stop it from being shared. Please be aware that it will not be possible to reverse this decision if you fall unwell when your GP Surgery is closed. In that situation, the emergency GP will not be able to access your GP medical record, even if you give permission at the time.
- **If you have already opted out** of sharing your personal information for other NHS initiatives, such as Care.data, the Summary Care Record or the Oxfordshire Care Summary, your record will not be available to the Out-of-Hours GP Service.

If you want to allow your record to be shared with the Out-of-Hours GP Service, please contact your GP Surgery for further information.

## How will my information be kept safe?

Your GP Surgery is responsible for safeguarding the information in your GP medical record. All the Oxford GP Surgeries participating in the scheme have put in place safeguards to protect your confidentiality. All attempts to access your record are recorded. Anyone who attempts to access your record illegally can be prosecuted.

Before anyone can view your record they must have a legitimate relationship with you. This means they must be involved in your care and you must be registered as a patient of a NHS practice in the Oxford city locality.

The health professional consulting with you in the Out-of-Hours GP Service will tell you if they believe that the information held in your GP medical record is important to the care they are giving you. They will ask you for permission before they access it.

You will not be treated differently by the health professional if you don't give permission, although this may mean that less information is known when making important decisions about your treatment.

**Find out more at:**  
**[www.OxFed.uk](http://www.OxFed.uk)**