

Progress Report on the Summary Care Record (SCR) From June 2010 – September 2010 for Central Bedfordshire Social Care, Health and Housing Overview and Scrutiny Committee: 18 October 2010

Progress Report

The patient letter was approved at SCR Project Board and was sent to all patients within Bedfordshire as part of the information pack – this included an opt-out form for patients to complete. Patients have a 12 week period in which to opt-out of having a SCR if they wish to; the current opt out rate for NHS Bedfordshire stands at 1.7%.

Opt-out forms are available on the Connecting for Health website; the project team have sent each GP practice a bulk number of opt-out forms. The project team keep in contact with the practices to establish the opt-out rates across NHS Bedfordshire.

Concept Training has been delivered in the following areas to raise SCR awareness:-

- Practice Manager Meetings
- Local Medical Committee – We have representation on the SCR Project Board
- PALS
- Commissioning Team
- Urgent/Unscheduled Care (A&E Bedford Hospital)
- Community Nurses/Health Visitors/School Nurses (Email to Team Leaders)
- A letter has been sent to our local MP
- Communications Teams – work is currently in progress on:-
 - E-News
 - NHS Bedfordshire Website to include CfH links & Frequently Asked Questions
 - GP Website to include CfH links & Frequently Asked Questions
 - Press Release (Local Paper/Local Radio)

There will be further engagement with the public through events that will be held locally, the communications team have other events that can be linked into. In July an SCR stand was at the River Festival with further information and opt-out forms available for the public. An SCR stand was also outside the Swannery at Bedford Hospital. Posters and leaflets have been sent to all libraries including branch libraries across Bedfordshire, a stand was also placed within the main Library in Bedford.

The Project Team have met with the LMC on two occasions in regard to the SCR communications Plan and SCR uploads for Bedfordshire. However, the LMC considered that the public were still not fully aware of what is involved with the SCR. As mentioned above, the project team have been actively making the information available to the public whenever possible. The LMC recently sent a letter out to all GP practices in regard to the SCR, stating their views and advising that the project team would be contacting them. At the last SCR project board meeting it was agreed that the project team could approach each individual practice to ask them if they were willing to upload SCR's.

The Project Team have contacted most practices and have documented whether they are happy to upload or not and their reasons. So far we have four practices that have expressed an interest in uploading SCR's. No Kick off Meeting dates confirmed yet but this will be the next step. The feeling from most practices at this time is that they are unsure of whether to progress forward with the SCR. Further meetings have been organised with practices to discuss the SCR in more detail and the SCR deployment schedule.

Information Governance and the SCR

The SCR has been designed to ensure that IG safeguards are in place to enable staff to access summary information about a patient when it is relevant to their job and appropriate to do so. The SCR uses the following IG controls to ensure that the Care Record Guarantee rules are adhered to:

- Strong authentication process using smart card technology.
- Role Based Access Control – Limits what functions can be used within an application as well as access to applications.
- Healthcare staff must have a Legitimate Relationship with the patient at the time they access the Summary Care Record.

The NHS Care Record Guarantee for England which sets out the rules that govern how patient information is used in the NHS and what control the patient can have over this. It covers people's access to their own records; controls on others' access; how access will be monitored and policed; options people have to further limit access; access in an emergency; and what happens when someone cannot make decisions for themselves.

Everyone who works for the NHS or for organisations delivering services under contract to the NHS has to comply with this guarantee which was first published in 2005 and is regularly reviewed by the National Information Governance Board to ensure it remains clear and continues to reflect the law and best practice. It was last reviewed in 2009.

Sally Donnelly
SCR Project Manager
NHS Bedfordshire