



June 2017

Dear Householder,

Health and Social Care organisations in Coventry and Warwickshire are working together on an exciting long-term project to join up our health and care system to benefit you and your families. This will be designed around your needs, both as citizens and patients, within the communities we serve. This will help us to focus on supporting you to live well, stay healthy and remain independent, as well as helping to prevent and manage the impact of illness more effectively.

We have received feedback from many of you over a number of years, telling us that you only want to tell your story and share information once when receiving care from any Health or Social Care Organisation across Coventry and Warwickshire. We recognise how frustrated you are by the delays which occur when the important information, required by professionals at the point of care, isn't available when needed.

As work now begins on our projects, we are jointly writing to inform you about our initial plan to improve the way Health and Social Care organisations share information about you.

With your consent, we will be able to allow doctors, nurses and other Health and Social Care professionals and services to see the information held on your GP record, when necessary for your care. Your GP record contains the most complete and up-to-date information about your health and wellbeing. Allowing them to view this information will help when decisions are made about your care and treatment. It will also benefit you, as it will mean less time filling in forms and more time looking after you.

You can agree or refuse to share your information at any time; the decision is entirely up to you. If you do not wish for your information to be shared, please advise staff at your GP Surgery. Please be reassured that any Health or Social Care professional, outside of your GP surgery, who needs to see your record, will ask for your consent to do so at the point of care.

If you are unsure or have any further questions you can; watch a short video explaining access to your information on the NHS Coventry and Rugby Clinical Commissioning Group (CCG) website (www.coventryrugbyccg.nhs.uk); email: shareyourinformation@coventryrugbyccg.nhs.uk or leave your question on an answer machine service (telephone number 024 7624 6806) and we will call you back.

If you require this information in an alternative format (e.g. braille, audio, easy read or your spoken language), please contact a member of the CCG Communications and Involvement Team on: contactus@coventryrugbyccg.nhs.uk or ring 024 7624 6806.

Finally, please be reassured that we take the security of your information very seriously. Your GP record will only be viewed by those who are involved in your care at that moment in time. This will help them make the right decisions to ensure you receive the best care possible at all times.

Yours sincerely,

Dr Alec Price-Forbes
Chief Clinical Information Officer (CCIO) for
Coventry and Warwickshire Health and Care Organisations