



## Care.Data Service Patient Information

It has been announced that the proposed **Care.data** database scheme has been delayed by six months, because nationally very few patients seemed to know about it.

There has been recent press coverage about **care.data** where NHS data and medical records can be used for "research" or other purposes. We thought it would be useful to clarify about how data about your care can be extracted and used.

The Care.Data is a new service created by the Government via the Health And Social Care Information Centre (HSCIC). The Health and Social Care Act 2012 (HSCA) has empowered the HSCIC to require providers of NHS care to send it limited patient data as directed by:

- the Secretary of State for Health
- Care Quality Commission (**CQC**) (mandatory request)
- NHS England
- National Institute for Health and Care Excellence (**NICE**)

The HSCIC will process the confidential data in a secure environment and can only release confidential data where there is a legal basis. Data about some aspects of your care can be extracted directly from GP Practices and sent directly and securely to the HSCIC.

### What data will be extracted for care.data from your GP practice ?

The data to be extracted from GP systems for **care.data** includes information such as family history, vaccinations, diagnoses, referrals, biological values (such as blood pressure, BMI and cholesterol) and all NHS prescriptions. Identifiers (DOB, postcode, NHS number and gender) are required to link the GP data with personal confidential data from other care settings in order to analyse patient care across multiple providers.

### Can patients object to the disclosure of data from GP practices to the HSCIC?

Yes. As set out in the NHS Constitution, individuals have a right to object to the disclosure of data and a right to have any reasonable objections respected.

### What to do if you do NOT want your data to be used by Care.Data

Simply let us know at the practice, ask our receptionists for the **Opt out form** or see information about Care.Data on our website at [www.staffahealth.co.uk/patient-information](http://www.staffahealth.co.uk/patient-information) and complete the form that you wish to "opt out" of having your data included in the Care.Data process. We will then place a code in your record that ensures your data is not included.

**To sum up, Care.Data** is more about statistics and trends that can be obtained from the wholesale analysis of data, details that could identify the patient are encrypted or scrambled.

Information from your medical records can be used by the NHS to improve the services offered so best possible care is provided for everyone. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

**What to do if you want more information?** - A leaflet called "**Better Information Means Better Care**" and an animated link to give patients audio and visual awareness about the Care.Data service is available for you on our website, or you can read the BBC report by visiting [www.bbc.co.uk/news/health](http://www.bbc.co.uk/news/health) and search for the feature entitled - *Giant NHS database rollout delayed*. For a more reports on the subject 'google' "Care data" on the internet.

## Summary Care Records - Your Emergency Care Summary

The Summary Care Record and care.data: two very different projects.

In 2013 the NHS in England introduced the Summary Care Record which will be used in **emergency care**.

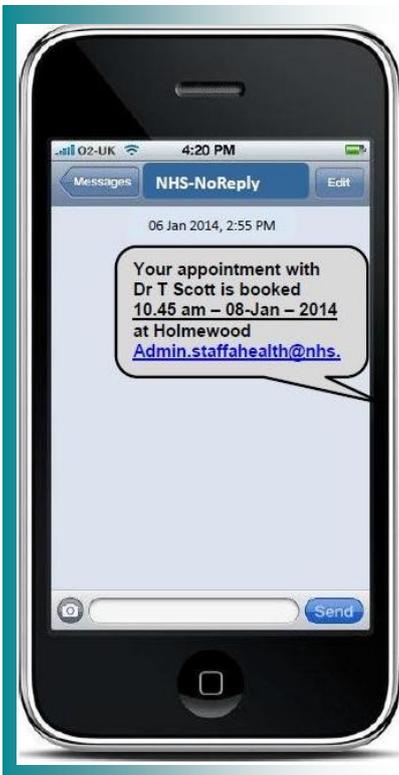
A Summary Care Record is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Having this information stored in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed.

For further information about the scheme visit [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk) or telephone 0300 123 3020. You can choose not to have a Summary Care Record. You can download an "opt out" form from our website or request one from reception. You can change your mind at any time by informing your GP practice and complete the opt out form. If you do nothing we will create a Summary Care Record for you.

Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian chooses to opt them out of the scheme. If you are a parent or guardian of a child under 16 and feel that they are old enough to understand, then you should make this information available to them.



## SMS Text Messaging - Appointment reminders



Staffa Health are now sending SMS (text message) confirmation and appointment reminder messages.

Patients who give their consent to receive SMS messages from the surgery receive an SMS message to confirm the appointment details when they book an appointment and an SMS message will be sent 48 hours before the appointment is due reminding them about their appointment.

**As with all new systems teething difficulties and technical issues may be experienced and we request that patients do not rely on the text alert system if they know that they have booked an appointment.**

### **SMS Reminders are free to receive**

The SMS messages are free - there is no charge to the patient receiving the message.

### **How do I start to receive SMS messages?**

If you wish to start receiving the messages please let a member of the surgery staff know next time you contact us and we will record your consent to receive the messages. It will be your responsibility to keep us informed if your mobile number is no longer in use or if you have changed your number.

**If you wish to "opt out" of this service please inform us.**

If you have any queries or concerns then please contact the surgery.



## Patient Feedback

Your Feedback Matters we are committed to listening and responding to your views and experiences.

We want to hear about your experiences of our services.

We want to hear your stories about your care and treatment.

We will listen to what you have to say and respond.

You can make a comment about the service you have received from us by visiting the website **NHS Choices**.

Visit [NHS Choices](#) → Services near you → GPs  
Enter – Staffa Health or one of our postcodes:



The Care Quality Commission (CQC) is an independent regulator of all health and social care services in England. Part of their role is to check all General Practices and other primary care services in England to ensure that they are meeting national standards.

These national standards are:

- treating people with dignity and respect.
- making sure food and drink meets people's needs.
- making sure that the environment is clean and safe.
- managing and staffing services.

They carry out series of checks, which will include gaining information about us and will include a visit to inspect our practice to ensure that we are meeting the standards that are relevant to us. During the visit, which could be unannounced they will:

- talk to you as service users and ask you about your experiences of receiving care.
- talk to our staff to ensure they are properly recruited, trained and capable of providing the appropriate care.
- check that we have the correct systems and processes (policies) in place, and more importantly that these policies are understood by our staff and are used where applicable to deliver patient focused outcomes.
- look for any evidence that the care we provide is not meeting those relevant national standards.

The process is completely transparent and findings are shared with the public. Staffa Health Centre has registered with the CQC and is undergoing continual assessment.

You can check the practice's process and share any views that you may have on the practice with the CQC via their website. To do this, or for more detailed information about the CQC, simply go to <http://www.cqc.org.uk> and then search for Staffa Health Centre.

This will give you the most up to date information on us and our registration process.

 <p>CQC regulates Staffa Health to provide care at <b>Staffa Health Tibshelf</b></p> <p>This location hasn't been inspected yet</p> <p>✓ All standards met during registration checks</p>	 <p>CQC regulates Staffa Health to provide care at <b>Staffa Health Holmewood</b></p> <p>This location hasn't been inspected yet</p> <p>✓ All standards met during registration checks</p>	 <p>CQC regulates Staffa Health to provide care at <b>Staffa Health Pilsley</b></p> <p>This location hasn't been inspected yet</p> <p>✓ All standards met during registration checks</p>	 <p>CQC regulates Staffa Health to provide care at <b>Staffa Health Stonebroom</b></p> <p>This location hasn't been inspected yet</p> <p>✓ All standards met during registration checks</p>
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Local patients are now receiving invites for Life Line Screening from an American company that has been operating in the UK since 2007. Private health screening is big business offering services across Britain. They offer a mobile service rather than a fixed clinic, and claim to have screened more than five million people after extensive marketing campaigns. Most of the tests they offer can be easily done by your Clinicians at your GP Practice and are best offered to people who are already unwell or who show signs of needing tests. Screening is being offered locally by companies hiring premises such as church halls and community centres. They set up their scanners and other equipment, charging between £70 and £149 for the initial tests – leading to further tests and investigations. You may have been targeted because you are on somebody's mailing list and your data has been bought from another company you have transacted with when applying for items such as insurance or credit agreements, or you may have completed your information for a loyalty card scheme in a shop or on the internet.

NHS or patient information/referrals details are **NEVER** passed on to private companies for marketing purposes. A new website ([privatehealthscreen.org](http://privatehealthscreen.org)) spells out their concerns.

## Patient Access Online Services



You are now able to book/cancel appointments online and request repeat prescriptions online using the surgery online system.

### First Time Use of Patient Access Online

Go to <https://patient.emisaccess.co.uk/Register> and follow the log-on instructions. You will be asked to create an account.

You can then register and use our online services. All this information and links are available on our website at [www.staffahealth.co.uk/patient-information](http://www.staffahealth.co.uk/patient-information)

To access the service you will then need to come to the surgery to register at Reception where you will be given your *Emis Access Registration letter*, which will contain your **Personal Identification Number (PIN)** which you can then use to set up your unique user account with your own secure password.

### Obtaining your Registration Information

Please note that, for identification and confidentiality purposes, you will need to present in person at the surgery to obtain your PIN.

Please bring 2 forms of identification. This must include some photo-id. Examples are Passport, driving licence and a bill/ account with proof of your address.

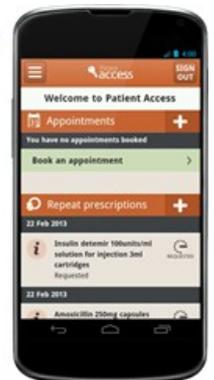
### Patient Access is also now available on a mobile app

Available on the android and iOS platforms, the free Patient Access Mobile app will let you

- book appointments\*
- order repeat prescriptions\*
- securely message the practice\*
- update personal details, e.g. change of address

The app provides greater convenience for our patients who are away from a desktop PC or laptop, with access to a Smartphone, visit

[www.patient.co.uk/accessapp](http://www.patient.co.uk/accessapp) to download and for further details.



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