

# The Coventry and Warwickshire Integrated Care Record (ICR)

An electronic confidential health  
and care record for people living in  
Coventry and Warwickshire



# What is the Coventry and Warwickshire Integrated Care Record (ICR)?

The Integrated Care Record is a way of bringing together all your separate records from the different organisations involved in your health and social care. It's confidential and different to anything you might have heard of before.

It will let health and social care professionals see relevant information about the care and treatment you've had across all services.

We know 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. That's why we've developed the ICR.

## Who does this affect?

Anyone aged 18 or over and registered with a GP practice in Coventry and Warwickshire, Birmingham and Solihull or Herefordshire and Worcestershire will be included.

If you're registered with a practice outside this area, you'll need to contact your GP to see if you're included in a different programme.



# Who'll get to see your information – and why?

Health and social care professionals will be able to see your records through the Coventry and Warwickshire Integrated Care Record. Having a more joined-up view of your information will help them give you better, safer care.

All staff must follow the law on keeping your information confidential. Each time they look at your records this will be recorded to make sure they're only looking at the right information, for the right reasons.

# Who'll get to see your information – and why?

The organisations currently taking part in the programme are:

- 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

Health and social care organisations in the neighbouring areas of Birmingham and Solihull and Herefordshire and Worcestershire will also be able to view your information if necessary for care you receive there.

# What will they be able to see?

The first phase of the Integrated Care Record will allow health and social care professionals to see appropriate details contained in:

- your GP practice medical record
- information from secondary care, including hospitals, mental health and community services.

Being able to see this information will help them give you the best care as quickly as possible without having to make phone calls or wait for other organisations to forward details.

We'll bring together information from GPs and allow it to be seen by health professionals in hospitals, including Emergency Departments. We'll add information from community and social care, ambulance and NHS 111 services.

We'll carry on developing the ICR, allowing professionals across more health and social care settings to see information to support your care. We'll also help services understand and find the best ways to meet people's care needs.

There are strict rules around how we use your information. We'll make sure it's managed and viewed appropriately and in line with all legal requirements, including UK data protection legislation (DPA 2018 and superseding legislation). Official inspections, or audits, will check this is the case.



# Why this matters

Health and social care professionals will be able to see appropriate information from your records.

This will mean:

- not having to repeat your details every time you need care
- better and, potentially, faster treatment as the professionals caring for you will be able to quickly see your records
- not having to explain your social care support to health professionals
- clinicians being able to see what medications you're taking, what you've taken in the past, and if you have any allergies – making your treatment safer.

It will also make treatment more effective for anyone needing care for COVID-19, thanks to the fast availability of information about any pre-existing conditions they might have and their medications.

## What happens next?

The change is taking place automatically as we now switch on the Integrated Care Record across the organisations taking part in the programme.





# If you don't like the idea



You have a right to object at any time – it's your decision.

But please think carefully before doing this. Objecting will mean the services giving you care will be unable to view your records from other services.

That could mean information that could be vital when you need health or social care support – for instance, during a visit to a hospital Emergency Department – might not be immediately to hand as a result.

If you do want to object, you can let us know through our website at the address below. If you need help, please email

**[collaborative.care.record@nhs.net](mailto:collaborative.care.record@nhs.net)** or call **0345 6461163**.

Please note, the ICR is different to anything you might have said no to before. So, if you don't want your records to be available to view through the ICR, you'll need to object.

## Want to know more?

For more information about the Integrated Care Record and what it means for you:



**[www.happyhealthylives.uk/our-priorities/digital-transformation/integrated-care-record/](http://www.happyhealthylives.uk/our-priorities/digital-transformation/integrated-care-record/)**



**[collaborative.care.record@nhs.net](mailto:collaborative.care.record@nhs.net)**

If you would like this information in an alternative format (for instance, braille, audio, easy read or your spoken language) please contact a member of our team at the email address above.

Professionals with the authority to look at health and social care records work under strict codes of conduct, meaning they must respect your privacy and keep your information safe. Failure to do so is a serious offence. All your information available through the Integrated Care Record is subject to UK data protection legislation (DPA 2018 and superseding legislation).

**Scan me to be directed to our website**

