

Deciding not to have a Connect Care record

Staff involved in your care will do their best to provide you with safe, efficient care whether or not you have a Connect Care record.

The purpose of this information sheet is to ensure you are clear what your decision could mean for you and your care.

What is Connect Care?

Connect Care is a secure, local, electronic care record that makes existing information about your health and care more readily available anywhere that you receive care.

Connect Care will not gather new information. It will be used in addition to your existing health records which will continue to be used as they are now.

What is the purpose of Connect Care?

Your health and care records usually move around by letter, email, fax, or phone. At times this can delay information sharing which can impact decision making and slow down treatment.

With Connect Care, authorised staff involved in your care will have faster access to important information about you, on a need-to-know basis.

This will help them provide you with the most timely and efficient care, especially when care is unplanned, an emergency, or during the evenings and weekends.

How will Connect Care benefit me?

The availability of your Connect Care record will improve the safety and quality of your care.

Some examples:

The clinician treating you in the A&E department will be aware what medications you are taking, including any that have not agreed with you in the past, and any allergies you may have. This will help the clinician safely prescribe new medications for you, and treat you more effectively.

The clinician treating you in the Urgent Care Centre will be aware of your current conditions, or any problems and operations you have had in the past - this will help the clinician quickly

understand your individual circumstances and establish the correct treatment for you.

When you are referred to the physiotherapist, having access to important information about you will speed up their initial assessment of your needs, and help them make decisions about what treatment is best for you.

These are just some of the examples of how having a Connect Care record will improve the safety and quality of your care.

The availability of your Connect Care record will also mean that you do not have to answer countless questions about the same thing.

What does it mean if I opt out?

The information in your Connect Care record could save you, and the professionals caring for you, time - but it could also one day be lifesaving.

If you choose to opt out, the staff treating you will not be able to view your Connect Care record and may not be aware of important information that is needed in order to treat you safely and effectively.

You can change your mind at any time and opt back in again.

How do I opt out?

If you do not want a Connect Care record available to the staff caring for you, please complete the "opt-out form" and send it to "FREEPOST LGT". Please make sure that you write this address in capitals.

The opt-out form can be printed from the website (details below), or if you want us to send you one in the post please call 020 8314 0481 and leave your name, address and phone number.

We will aim to let you know as quickly as possible that we have received your request and what we have done about it. If you do not hear from us within 28 days please get in touch in case your form has got lost in the post.

More information

If you feel that you need more information before deciding to opt out of having a Connect Care record, please call 020 8314 0481 and leave your name and number for someone to contact you, or visit www.lewishamandgreenwich.nhs.uk/connectcare.

CONFIDENTIAL

OPT-OUT FORM

Request for my information not to be available to view in Connect Care

What does it mean NOT to have a Connect Care Record?

The staff caring for you may not be aware of your current medications and allergies, or other important information about your health and care. Your information will continue to be shared by letter, email, fax or phone. You can change your mind at any time and opt back in.

If you **DO NOT** want your information to be viewed in Connect Care please fill out the form and return it to "FREEPOST LGT" (please make sure that you write this in capitals). **Forms sent anywhere else will not be actioned.**

If you have any questions, or if you want to discuss your choices before completing this form, please call 020 8314 0481 and leave your name and number for someone to contact you, or visit the website www.lewishamandgreenwich.nhs.uk/connectcare.

Please complete the PATIENT DETAILS in BLOCK CAPITALS

Title: Surname / Family name:

Forename(s):

Address:

Postcode: Phone No:

Date of birth: NHS Number (if known):

☐ I am the person named above.

☐ The person named above is under 16 and I am their legal guardian / have parental responsibility.

☐ The person named above does not have capacity to give consent and I have lasting power of attorney.

I request that my / their information is not available to view in Connect Care and that no Connect Care record be available to assist in treating me / them, even in an emergency situation.

I confirm that I have read the "Deciding not to have a Connect Care record" information sheet and that I understand the consequences of taking this action and have carefully considered the implications of this for my / their health and care.

Signature: Date:

Relationship to person/child: Phone No:

OFFICE USE ONLY: Request Actioned On:

Reference Number: