

Electronic Patient Record

A Patients Guide



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Introduction

Children and Families Services have recently introduced a new Electronic Patient Record (EPR) system to the Cumbria Partnership Foundation Trust. The old system, which included paper records, meant that different sets of information could be fragmented in different locations, which could, sometimes, cause unnecessary delays in patient care. This new system has been specially tailored to hold more of your clinical and health information in one place - making it easier for our staff to make informed and timely decisions, with you, about your care.

What is an Electronic Patient Record?

An Electronic Patient Record (EPR) will, in time, hold all of a patient's personal, medical and treatment information together in one place. Things like assessments, care plans, clinical notes, prescriptions and test results may be included. This new system will help us treat our patients more effectively, giving our staff the right information, in the right place, at the right time. This will support our staff to make well informed clinical decisions about their patient's care, with up to date information available at their fingertips.

What will happen to my health information you already have?

Key patient information from our existing paper and computer records will have been transferred over to the new EPR system. We might need to continue to refer to the old paper records, as necessary, but these will not be updated. Your paper record will be retained and archived at some stage in keeping with NHS guidelines.

How will my Electronic Patient Record benefit me?

Patients won't need to repeat information about themselves between appointments; their records will be online and instantly updated for those involved in their care. High quality, relevant, detailed information will be recorded for each patient and transferred consistently. We will have a good understanding of the patients' history; therefore we can ensure well informed care. In the future patients will be encouraged to access their own records; keeping patients involved and informed about their own treatment.

How will you control who can see my Electronic Patient Record?

Here at the Cumbria Partnership NHS Foundation Trust we have tight controls in place to ensure that only those directly involved in your care are allowed access to your health records, and this will continue to apply with the EPR system. For extra confidence we have a patient privacy system in place that monitors who is accessing your electronic record to make sure only those involved in your care access your patient record. The patient privacy system will help us identify any breaches of inappropriate and illegitimate access to health records. We promise only to use your information, as necessary, in order to facilitate the highest quality of care in-line with



current legislation and policy. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk Confidentiality The Trust's vision is to keep your information safe

Contact us [if not included elsewhere]

This factsheet has been produced by the service.

Your team is based at

.....

Telephone:

.....

Confidentiality

'The Trust's vision is to keep your information safe in our hands.'

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E:communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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