

Hertfordshire and West Essex

# Shared Care Record

Internal Bulletin

## Hertfordshire County Council joins the Shared Care Record

5th October 2022

### BACKGROUND

The Hertfordshire and West Essex Shared Care Record began a phased rollout in October 2021 and now brings together selected information from the electronic records held by:

- GP practices in Hertfordshire and West Essex
- Central London Community Healthcare NHS Trust
- Hertfordshire Community NHS Trust
- Peace Hospice Care and The Hospice of St Frances
- HUC (Out of Hours)
- Princess Alexandra Hospital NHS Trust
- East and North Herts NHS Trust
- West Herts Teaching Hospitals NHS Trust
- Hertfordshire County Council

The Shared Care Record is also connected to receive information from acute trusts and GP practices who are part of the [London Care Record](#). The technology used to create the Shared Care Record is called the Cerner Health Information Exchange, or HIE.

### SOCIAL CARE INFORMATION

For the first time, social care information will be instantly available to health colleagues as [Hertfordshire County Council \(HCC\)](#) is now connected to the Shared Care Record. This is a key step forward for the delivery of more effective integrated health and social care. Hertfordshire County Council will start to roll out Shared Care Record access and training to staff who are directly providing care to citizens from the end of this month.

We expect information from [Essex County Council](#) to be available in December 2022/January 2023. This will be as part of our connection to the shared care record that covers Suffolk, North East Essex and Mid & South Essex, (the West Suffolk HIE).

“ We often experience delays in receiving relevant information, for example at weekends when hospitals are delivering care, but other services are not open. Having access to a core set of information at any time will allow us to put the right care in place more quickly and more safely.  
- Andrew Mallabone, Head of Service, Herts Valley Integrated Hospital Discharge Service, HCC

## SOCIAL CARE INFORMATION AVAILABLE FROM HERTFORDSHIRE COUNTY COUNCIL

The following information will be available as a report in the Social Care section of the Shared Care Record for citizens who are actively receiving support through [HCC Adult Care Services](#). Information is not included from Children's Services.

- **Demographics** - such as name, date of birth and address.
- **Allocated case worker** - the lead person involved in the care of the individual. If a specific contact name is not available, the record will provide the name of the team involved.
- **Associated carer** - information that has been recorded about known relationships. This could be an emergency contact such as a family member, registered carer or another known relationship such as a person who holds power of attorney for the individual.
- **Disability** - any registered disability recorded for the individual. At present the information provided does not include details of reasonable adjustments but this is a known area for future development.
- **Risk type** - this field is used to record known risks that staff working with an individual should be aware of. This may include risks in the home environment such as a potentially aggressive family member, or record if the individual is a risk to themselves or others.
- **Case details** - this will display the care and support that is in place for an individual and any services that have been commissioned.

As with all information in the Shared Care Record, users should only access items that are needed to deliver the direct care they are responsible for. A full audit trail of access is maintained.

“ It is very exciting that this information will be at our fingertips. As a GP I can be more confident and targeted in my own actions knowing what package of care is in place for an individual through social services. Just being able to easily find the right person to speak to will make a big difference in terms of our time and ability to work together.

- Dr. Parul Karia, GP and Primary Care Digital Lead, South and West Hertfordshire.

## FURTHER INFORMATION:

[Overview of the Hertfordshire and West Essex Shared Care Record and delivery plans](#)

[FAQs for health and care professionals](#)

[Data sets shared by each partner organisation](#)