

**Minutes of Patient Reference Group (PRG) Meeting  
Held on Wednesday 29<sup>th</sup> October 2014 5:30pm – 6:30pm**

Present: L Hart (LH) – Chair ,  
N Sage (NS)  
P Sage (PS)  
V Kies (VK)  
D Crayton (DC)  
C Trelawney-Ross  
R Kendall (RK)  
J Barker (JB)  
J Margrie (JM)  
J Nelki (JN)  
Heather Carrigan (HC)  
Mel Templer (MT)

Notes taken by: Heather Carrigan

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LH welcomed two new members to the group: JM and RK.

**1. Apologies for Absence**

J Gerrish (JG)  
C Crayton (CC)

**2. Minutes of Last Meeting**

Approved.

**3. Matters Arising from the Minutes**

**Friends and Family Test.** - HC reported that she is looking at the various options for running this. It has to be in place by 1<sup>st</sup> December 2014. HC will report back at next meeting on this.

**4. Tour of new treatment rooms**

MT took the patient representatives around the new rooms. Feedback from members was positive.

**5. Summary Care Record**

HC gave an overview of the Summary Care Record (patient information sheet is attached at end of the Minutes) and informed the Group that the practice will be going live with this on the 1<sup>st</sup> December 2014. New patients registering with the practice are being given information about the summary care record and posters will be on display in the practice. Information for patients will be available at Reception. A notice will also be added to the website, where information about the summary care record is already available to patients.

HC stressed that the information available to other healthcare providers, such as hospitals, will be allergies, previous adverse reactions and medication initially. Patient consent will be sought before accessing medical records, except in an emergency situation where it is not possible to obtain consent. Patients can opt-out at any time by informing the practice. Letters informing patients locally about the summary care record were sent out by the NHS back in August 2013.

DC expressed concern about the sale of information. HC assured him that information from the summary care record will only be available to other healthcare providers and nobody else. There are robust governance arrangements in place and access is strictly controlled and can be audited.

## **6. Patient Access to Medical Records**

HC informed members that GP practices have to offer patients the facility to view, print and export elements of their medical record, with the agreement of the patient's usual doctor, by the end of March 2015.

The practice will identify a small group of patients to pilot this service with initially. HC asked that if any of the group members would like to be involved with the pilot, they let her know. The pilot will run in January.

## **7. AOB**

JB asked whether the drinking water machine could be located in the waiting room for patient convenience. HC explained that the machine had been out in the hallway at one point and had been pulled over by a child – fortunately no injury to the toddler, but there was a substantial water spillage. Previously, wasted cups of water have been left on the floor and on seats. MT stressed that patients can at any time request water from the Receptionists. HC mentioned that a second water machine has been leased and is situated in the patient seating area of the new treatment rooms, where it is less likely to be tampered with.

Communication – JB raised a concern about a letter she received from Hampton House, which was severely delayed and was hand-delivered by a cyclist. HC explained that there is locally 'Velopost', an alternative postal delivery service, operated by a cycle network. It is a fully accredited service and is popular with surgeries. The practice tried it for six weeks earlier in the year. However, the surgery has gone back to Royal Mail now, as some patients experienced long delays in receiving mail. HC suggested that JB contact the service provider at Hampton House, to express concern about the postal delay.

JN raised a query about same day blood tests for people who have just seen the doctor and whether it is practice policy to fit these patients into the blood clinic. HC confirmed that there are slots within the blood clinics for patients who are sent for blood tests after seeing the doctor. Only on a rare occasion, when demand is excessive, is it necessary to ask a patient to book an appointment on another day.

## **8. Date of next meeting**

Wednesday 3<sup>rd</sup> December 2014 5:30pm – 6:30pm at the Surgery.

## What is the Summary Care Record?

The NHS in England is using an electronic record called the Summary Care Record to support patient care. All the settings where you receive healthcare keep their own medical records about you.

These places can often only share information from your records by letter, fax or phone. At times, this can delay information sharing and this can affect decision making and slow down treatment.

## About your Summary Care Record

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced.

Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed.

Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly.

You may want to add other details about your care to your Summary Care Record. This will only happen if both you and your GP agree to do this. You should discuss your wishes with your usual doctor.

Healthcare staff will have access to this information, so that they can provide safer care, whenever or wherever you need it, anywhere in England.

## Who can see my Summary Care Record?

Healthcare staff who have access to your Summary Care Record:

- need to be directly involved in caring for you
- need to have an NHS Smartcard with a chip and passcode
- will only see the information they need to do their job and
- will have their details recorded every time they look at your record

Healthcare staff will ask for your permission every time they need to look at your Summary Care Record. If they cannot ask you (for example if you are unconscious or otherwise unable to communicate), healthcare staff may look at your record without asking you, because they consider that this is in your best interest.

If they have to do this, this decision will be recorded and checked to ensure that the access was appropriate.

## What are my choices?

You can choose to have a Summary Care Record or you can choose to opt-out.

If you choose to have a Summary Care Record and are registered with a GP practice, you do not need to do anything as a Summary Care Record is created for you.

If you choose to opt-out of having a Summary Care Record and do not want a SCR, you need to let the surgery know by filling in and returning an opt-out form.

Opt-out forms can be downloaded from practice website at:

[www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

If you are unsure if you have already opted out, you should talk to the staff at the practice. You can change your mind at any time by simply informing the surgery and either filling in an opt-out form, or asking for a Summary Care Record to be created.

## Children and the Summary Care Record

If you are the parent or guardian of a child under 16, you should make this information available to them and support the child to come to a decision as to whether to have a Summary Care Record or not.

If you believe that your child should opt-out of having a Summary Care Record, we strongly recommend that you discuss this with your child's usual doctor. This will allow the GP to highlight the consequences of opting-out, prior to finalising your decision.

## Where can I get more information?

For more information about Summary Care Records you can

- talk to the staff at the practice
- phone the Health and Social Care Information Centre on: 0300 303 5678
- read the Summary Care Record patient leaflet available on the practice website: [www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk) or in paper format from Reception

## Frequently asked questions

### What is the Summary Care Record?

Your Summary Care Record will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when the surgery is closed.

You can choose whether or not to have a Summary Care Record.

### What information is included in the Summary Care Record?

If you decide to have a Summary Care Record it will contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had. You may want to add other details about your care to your Summary Care Record. This will only happen if you ask for the information to be included. You should discuss your wishes with the healthcare staff treating you.

### Who can see my Summary Care Record?

Only healthcare staff involved in supporting or providing your care can see your Summary Care Record. These:

- need to be directly involved in caring for you;
- need to have an NHS Smartcard with a chip and passcode (like a bank card and PIN);
- will only see the information they need to do their job; and should have their details recorded.

Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, for example if you are unconscious, they may look at your Summary Care Record without asking you. If they do this, they will make a note on your record to say why they have done so.

### What are my choices with Summary Care Records?

You can choose to have a Summary Care Record. You do not need to do anything. This will happen automatically. You can choose not to have a Summary Care Record. If you don't want a Summary Care Record, you need to let the surgery know by filling in and returning an opt-out form.

## I have received a letter that is not addressed to me. What should I do with it?

You should return the letter, unopened, to the PO box number on the back of the envelope.

## Is it possible for me to see the information in my Summary Care Record?

You can ask the surgery staff to print out a copy of your Summary Care Record from the computer system.

## Can I change information on my Summary Care Record?

You cannot change information written by healthcare staff, but if you see any errors or incorrect information on your records you should let your GP know.

## Will you ask my permission to make my Summary Care Record?

A letter and information pack explaining the changes that are taking place in your local area and the choice you have to make, was sent out in August 2013.

If you want a Summary Care Record you do not need to do anything. We will automatically make one for you.

If you do not want a Summary Care Record, there is an opt-out form included with your information pack. You should fill in the form and return it by Freepost or bring it back to the surgery. (Opt-out forms are available from Reception or can be downloaded from the practice website, also.)

## Why can't I opt in to having a Summary Care Record?

Asking patients to opt-out of having a Summary Care Record (rather than opting in) is the simplest option for patients, and has been agreed by the Information Commissioner as being in line with the NHS Care Record Guarantee for England.

This means that patients who would benefit most from having a Summary Care Record, for example vulnerable patients, will not be disadvantaged as there is no need to do anything if they want to have a Summary Care Record made for them.

## [Why can't I opt-out online rather than having to print out the form and return it to the Surgery?](#)

The practice needs to know if you want to opt-out of having a Summary Care Record in order to ensure your wishes are carried out. Filling in and returning the opt-out form to the surgery allows us to do this.

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