

Connecting your care



Information leaflet

Introduction



South West London Health & Care Partnership provides health and care services in South West London.



Connecting your Care is a new system which will improve the way we share information between our services.



It will mean health and care professionals can access your information from other services across South West London.



This will help to make things easier and quicker when you visit your local doctor (GP) or hospital.

Health and social care professionals include:



- Your GP



- Doctors or nurses at local hospitals

In the future we will also be working with other health and social care services. These will include:



- Community NHS services



- Mental health services



- Social care services

Why we are doing this



Connecting your Care will make things quicker and easier. For example:



- You will only have to give us your health history once



- You won't have to go to the same appointments again



- You won't need to have the same tests again



- You won't have appointments or tests that you don't need

- People who care about you can:

- See the important information about you straight away



- Make decisions about your care quickly

What information will be shared



The information that will be shared includes your:

- Name



- Address



- NHS number



- Hospital appointments



- Important medical information such as:

- **Diagnoses**



Diagnoses are when a doctor or health worker finds out what is wrong with you.



- Medicines



- Allergies



- Test results such as blood tests and x-rays

What information will not be shared



Some information about you is **confidential**. This includes information about:

- Your sexual health



- Assisted conception - this is about help to get pregnant



- Adoption records



The law says we cannot share this information.



If something is **confidential** it means it is very private.

Is your information safe



Your information will be kept safe.



The law says that health and social care professionals:

- Are only allowed to see your information to give you the right care



- Must keep your records safe



- Must keep your confidential information private

Who will see your information



The people who can see your information are those who:

- Deal with you at the time and place you see them



- Are preparing to see you



- Need to check on results, letters or any future care after they've seen you



Usually this is:

- Your GP
- Practice nurse
- Hospital doctors or nurses
- The people who arrange your appointments



When will it happen



Connecting your Care will start in the next few months.



If you are happy for your information to be shared through the new system then you don't need to do anything.

What if you don't want to connect your care



If you don't want your information to be shared through Connecting your Care then you can **opt out**.



When you **opt out** it means you are choosing not to be part of something.

If you opt out your information will carry on being shared in the way it is now:



● By phone



● By email



● By fax



● By letter



This isn't quick though so the people looking after you might not have all the information they need.

Decisions about your care can take longer to make.



You can opt out online by visiting:

**[www.swlondon.nhs.uk/
connectingyourcare](http://www.swlondon.nhs.uk/connectingyourcare)**



Or you can pick up a form from your GP practice or the Patient Advice and Liaison Services (PALS) at one of the following hospitals:



Croydon Health Services
NHS Trust

- Croydon Health Services NHS Trust



**Epsom and St Helier
University Hospitals**
NHS Trust

- Epsom and St Helier University Hospital

St George's
Healthcare 
NHS Trust

- St George's Healthcare NHS Trust

Kingston Hospital
NHS Foundation Trust

- Kingston Hospital NHS Foundation Trust

For more information



If you need more information
please contact:



Website:

www.swlondon.nhs.uk/connectingyourcare



Email:

connectingyourcare@swlondon.nhs.uk



Phone:

0203 668 3100



Post:

Freepost

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