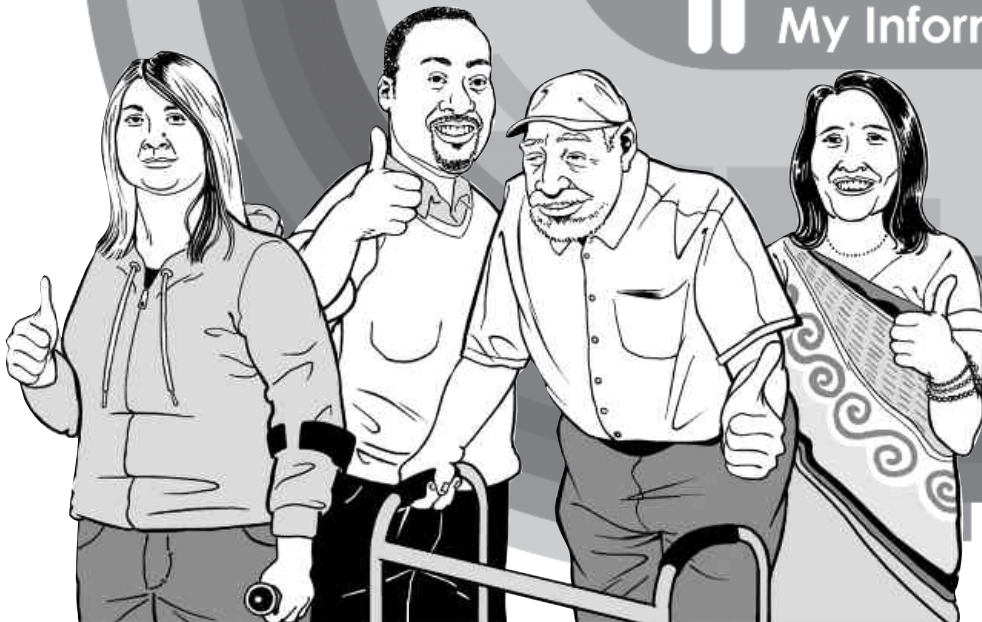


# The Power of Information



My Information Counts



The information strategy for public health,  
adult social care and for the  
NHS in England.

# The power of information

## Chapter 1

### What is the information strategy for?



Good information is an important part of making sure people stay healthy and get the best care. It supports people to know about care and treatment choices and the quality of services.



This strategy is guided by the Health and Social Care Act and covers public health and care and support across England.



The focus is on improving access to information and ensuring the support needed to use and understand it.

It is about making sure that everyone benefits equally from information about care services.

# The power of information

The Information Strategy aims to make the following things happen:

## Information about me and my care



Change the way health and care professionals and organisations use the information in our own care records, making sure that our right to have access to information about us is supported.

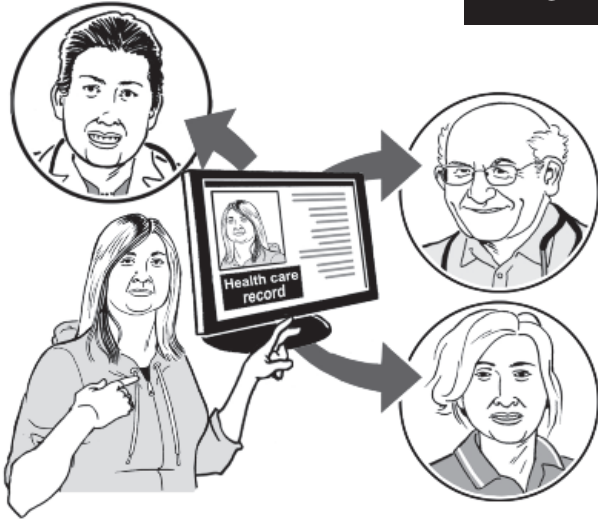


Make sure that anyone who needs it gets support to access and understand information about their health and care, so that they have an equal say and can be active in their own care.



# The power of information

## Information Links for joined up care



Make sure that information we give to any health or care professional is recorded properly and shared safely so that we do not have to keep telling people the same thing again and again.

## Information to improve health and care services



Have clear ways to get information about health and care services. This will include a website that will link to accessible health and care information you can trust.

## The Information System



Encourage health and care professionals to make sure that they listen to our feedback and use information about us to make the care we get better.

# The power of information

## What the Information Strategy means for me?

This strategy will make a difference to everyone involved in health and social care including:



**Patients or service users**



**Carers**

(Friends or family members looking after people)



**Citizens and members of the community**

(All of us)



# The power of information



**Health and Care professionals**  
(Doctors, nurses, social-workers,  
care-workers ...)



**Service providers**  
(People and organisations who  
provide health and social care  
services)



**Commissioners of health and  
care services**  
(Those who choose and buy  
services from service providers)

# The power of information



## Information and IT specialists

(People who make sure that we can access information on computers)



## System Suppliers

(People who provide the technology that allows information to be collected, stored and studied)



## Information Intermediaries

(These are organisations that take information and data that is available centrally and present it in different ways such as interactive formats or apps)

Each of the following chapter sets out the key ways that this strategy will affect these different people.

## Chapter 2

### Information about me and my care



Making it easier to look at and share your health and care records will support you to take control of your own care and work with professionals to make sure that there is **'no decision about me without me'**.



New technologies will help us all to get more involved with how health and care services are run.



However, we want to make sure that your confidential information is kept safe and you can say who can look at it.



# The power of information

## Things that will happen:



Health and care professionals and organisations will be asked to make sure they keep clear records about your health care.



They will make sure that your right to have access to your records and information about you is supported.



We will be able to see our GP records online by 2015. In time we will be able to see other records about our care online.

# The power of information



Commissioners and providers will be expected to make sure that anyone who needs it gets support to access and understand information about their health and care.



This will ensure they have an equal say and can be active in their own health care.



Information in our care records will be kept safe and confidential.

# The power of information

## What this means for me:

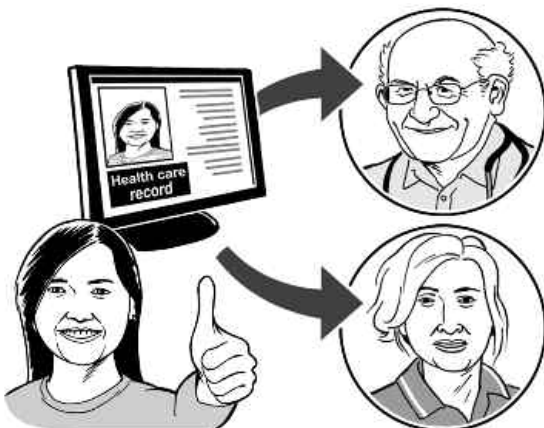
As a patient or service user



By 2015 I will be able to see my GP records online. In time I will also be able to see other records about my care online.



I will get the support I need to access and understand information about my health and care, so that I have an equal say and can be active in my own health care.

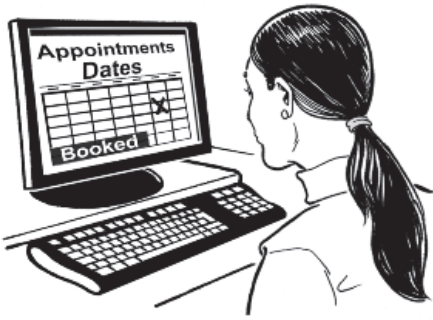


It will be important that my information is only shared with the people I choose and those who treat me medically and care for me professionally.

# The power of information



If I want I will be able to:



Use the computer to:

- Book appointments and order repeat prescriptions online
- Keep in touch with my health and care professionals electronically
- Use IT and online services to find out how to keep myself well



If I find using computers hard I can ask my health and care providers to give me information in a way that I can understand.

# The power of information



## As a carer



I will be able to access health and care records about the person / people I care for online if I have their permission. This will help me to give better support to the person/people I care for.

## As a health and care professional



Using IT more to communicate with patients and service users will support me to provide better services and free up my time for those who need face to face care.

# The power of information



I will have a duty to allow my patients or clients to access their online records and support them to understand what they mean.



I must make sure that records are shared safely so that information can be used to improve a person's care and make services better for everyone.

# The power of information

As a service provider



My organisation will make a plan and timetable for all of our patients and service users to have online access to their care records and other services in time.

We will provide support to enable everyone to access and understand these services.

## Chapter 3

### Linking Information for joined up care



This is about recording and sharing information about our health and care so that all the different professionals who may look after us can work together to give us better treatment and care.



By 2015 improvements in the way that GPs and hospitals record and share our records and test results will mean that we get treatment more quickly and safely.

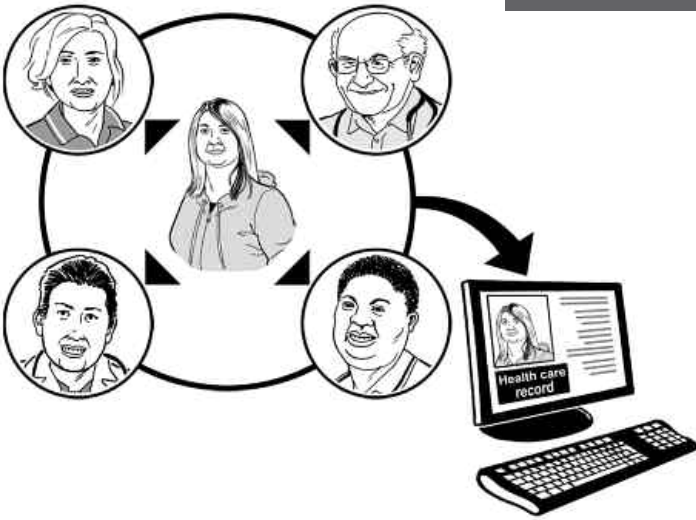


In time professionals will be able to access bits of information taken from all of our records that will support them to find out things like who has access to services, what services need to improve, which treatments work and how services can be improved to be safer and save money.



# The power of information

## Things that will happen:



Information we give to any health or care professional will be recorded properly and shared safely so that we do not have to keep telling people the same thing again and again.



Our own unique NHS number will be used on all of our records so that they are kept together.

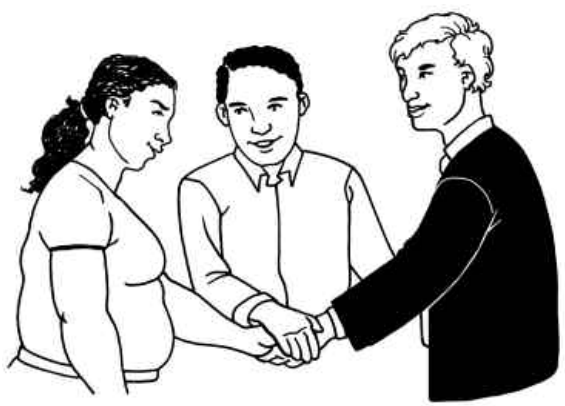


Professionals will be able to access any useful records about us online but it will be done in a way that will keep our information safe and in one place.

# The power of information



Services across England will have to use IT systems that can work together so that information can be shared wherever you are.



Health and care professionals must be willing to work together on this to make it work.

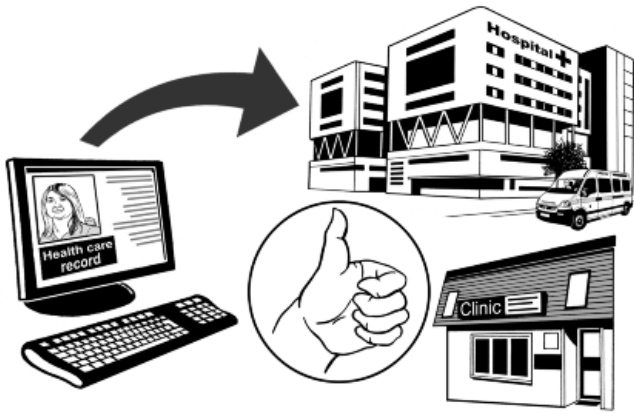
## What this means for me:

As a citizen and member of the community



I will be able to get more useful information about services and how good they are. This will help me to make better choices.

# The power of information



Information from my care records that will not give away who I am will be used to make care services and treatments better so that everyone's health is improved and money is spent wisely.

As a patient or service user



Wherever I go for my care services, from my GP, to a care home or A&E, professionals will be able to get the information they need about me to make sure I get the best care.



The results of important tests will be available electronically so that professionals can find out how to make me better quicker and I will not have to worry for so long.

# The power of information

## As a carer



Good information for professionals will make the services they provide better. This will make it easier and quicker for me to explain what care and treatment the person I care for is getting.

## As a health and care professional



By recording and sharing information better, I will know more about what my clients need and how well the care I am giving them is working.



I will make sure that I record the right information about any treatments and care I give as soon as possible after it is given. I will follow national standards and link it to the personal NHS number.

# The power of information



I will share this information with other health and care professionals and the Health and Social Care Information Centre where it can be held and linked securely. This will help us all improve health and care.

## As a service provider



I will have detailed information about my organisation and the people we support which will help us make our services better.

## As a commissioner



I will be able to check on the quality of care that services provide and make sure that we get value for money.

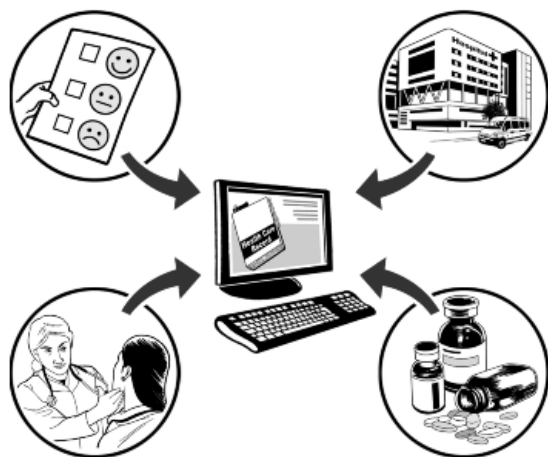


## Chapter 4

### Information to improve health and care services



Being able to find useful up-to-date information helps us to make choices about our health. It is also important that we can give feedback about what we think of the services and care we get so that they can be improved.



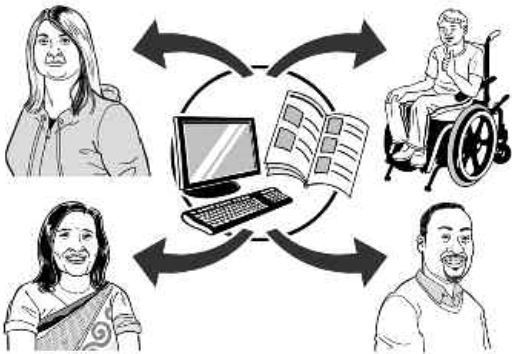
This chapter looks at information about what we think about the care we get, how well hospitals work, what health problems we get and what works best to treat them.



By making it easier for everyone to get this information from one website we can all begin to make healthier lifestyle choices for ourselves.

# The power of information

## Things that will happen:



From March 2013 it will be easier to find the information we need about our health care.

- **999** will be the number to call for emergencies
- **111** will be the number to call if you need medical help or advice straight away but it is not life threatening
- An 'online portal' will link us to information we can trust

Opportunities for other providers to support the Government's core information by producing information that is accessible to more people.

More specialist information about telling us what care and treatment works best will help us to compare services.

More feedback will be collected so that services can be made better.

# The power of information

## What this means for me:

As a patient or service user



A new national information portal will make it easier for me to find information about my health and care that I can trust. It will help me to:



Know more about any health conditions I have.



Know more about what care services or clinical teams offer so that I can make choices about my care. I will get support to do this if I need it.



# The power of information



I will be able to easily leave feedback about what I think about the care I have had whenever I use health and care services. I will know that it will be used to make services better.



I will know that everyone will have a chance to say what they think about their care and treatment, even if they are not able to use the information portal.

As a carer

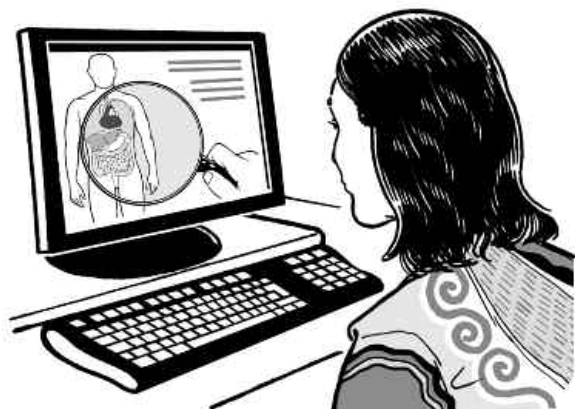


I will be able to use the 'online portal' to get the information I need to help the person I care for without having to look in lots of different places. I will be able to find out about support I can get to help me financially and give me a break.



# The power of information

As a citizen and member of the community



I will be able to get information online that will help me to decide if I need medical help and find out what I can do to lead a healthier life.



I will be able to find out about groups and support networks that I can join to improve my health and wellbeing.



I will be able to find out which organisations and professionals are doing the best job.

# The power of information

## As a health and care professional



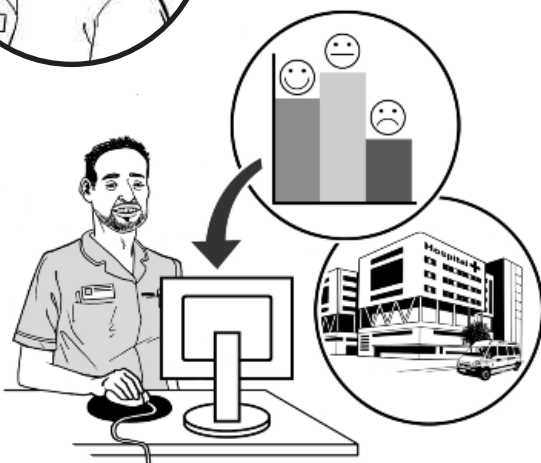
My patients and service users will know more about their own health needs and which are the best services for them. I will need to involve them in deciding which services they need, but the fact that they know more and are able to work with me to stay well will save me time in the future.



My time will also be saved because I can quickly get my patients' / services users' records which will contain other useful information about care, treatment and tests they have had elsewhere.



## As a service provider



The public will be able to find out more about the quality of the services my organisation provides. I will also be able to find out what people who have used our services thought about them and this will help me to make things better.

# The power of information

## Chapter 5

### The information system



The Government will work to make it possible for all the information systems that different organisations use to work better together so that information can be shared.



As well as investing in equipment, key health and care staff will be responsible for collecting and recording all the information.



They will be trained and supported to make sure the system works and health and care professionals will be encouraged to work with them.

# The power of information

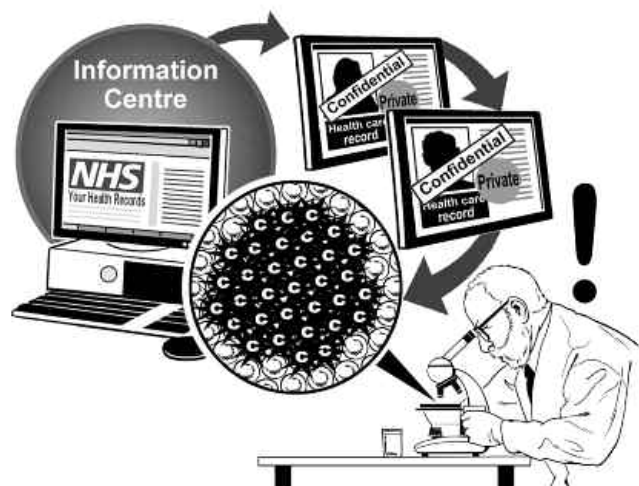


The Health and Social Care Information Centre will be an online place where all NHS, public health and social care information in England will be kept. Other organisations and the public will be able to access this information to make health and social care better.

## Things that will happen:



The Information Centre will be where all collected feedback and health and care information is kept and where everybody looks for information.



The Information Centre will provide a special secure service that allows health professionals and scientists to get information about the health of the population. This will help them to develop better treatments and medicines for the future.

# The power of information

## What this means for me:

As a patient or service user,  
as a carer, as a citizen and  
a member of the community



I will know more about my own health and the quality and type of services that I can get.



Whilst my personal details are kept private, information about my general health and care and what I think about it will be shared and compared with information about everyone else.



This is to make sure that services are made better and that we all have equal access to them.

# The power of information

As a health and care professional, as a service provider, as a commissioner of care services



I will have a much clearer picture of the health history of individuals.



I will be able to use this to contribute to improvements in health and care services and research that will improve the general health of people in England.



I can use information from the Information Centre to compare treatments and services and find out what works best to improve care.

# The power of information



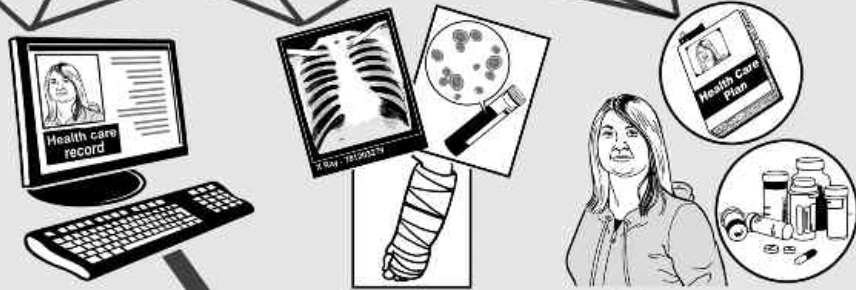
Available to me



Available to my health and care professionals



My health and care records



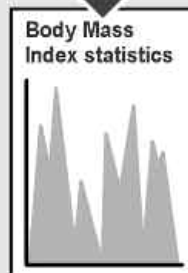
Data about me in secure systems

Data from my records, linked with other data in a safe place

Information Centre



Available publicly to: Professionals, Commissioners, Information Specialists and Researchers etc.



Anonymised data to improve care, health and services

Data about the population publicly available



# The power of information



We hope that this information has been helpful.



If you have any questions please ask your health and social care professionals to explain more.



They may be able to direct you to other people or organisations who can support you to get the best access to health and social care.



# Who to call?



## Call **999** if:

you believe you or someone else is in a life threatening situation.

## Call **111** if:

- You need medical help fast but it is not a 999 emergency
- You think you need to go to Accident and Emergency or need other NHS urgent care services
- You do not know who to call or you do not have a GP
- You need health information or someone to help you decide what to do



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