

Frequently Asked Questions

How does HIE work?

The HIE tool is a 'read only' viewer of existing health records. It does not provide facilities to alter the content of the original record. The records coming from multiple systems such as A&E and GP practices are linked using the unique patient identifier for example, your NHS number and the Oxford University Hospitals Foundation Trust (OUHFT) medical record number could be used to match records.

The HIE platform is supplied by Cerner UK, acting as the data processor on behalf of OUHFT. Data transmission is encrypted, and access is controlled by the participating organisations.

HIE is an approach to improving care by allowing health information that has been recorded on different systems to be viewed. It enables health and care professionals, so for example GPs and hospital-based clinicians and nurses, to have access to the information they need to look after you, even though they work for different organisations.

The HIE approach complies with General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the common law on duty of confidentiality, which provide the legal basis to share information between health and care services when it is needed to deliver care to patients. All information will be accessed securely.

How will HIE differ from the Oxfordshire Care Summary (OCS)?

The OCS started in 2013 and only included information from Oxfordshire general practices and OUHFT records. HIE will be a first step towards a proper integrated care record and will have information from the other sources across the Health and Care sector, though it began with the same organisations (general practices and OUHFT). For information about the OCS and how it worked see [here](#).

Who can view my information?

The health and care professionals at the organisations that have signed up to HIE will have access, but they are only able to view your information when it is **needed for your care**. This could include GPs, hospital-based clinicians and nurses when they are treating you. This will make it easier and faster for them to make the best decisions. For example, a doctor treating you in hospital could view the information

they need to know about your health from your GP record. An audit trail is maintained to record who has viewed your records.

Currently access is for NHS Organisations in Oxfordshire but in future, it is planned to grow to involve other organisations such as hospices and care homes. This will only happen when information security procedures are in place to safeguard your data.

What information can the professionals involved in my care see?

HIE does not use or generate new data - it is a viewer of existing sources of information, i.e. your health and care records. Examples of the types of information that can be viewed may include:

- 'Demographic data' such as name, address and NHS number
- Medical conditions
- Admission, discharge and transfer details
- Reports of investigations
- Clinical correspondence
- Other necessary clinical information (e.g. Care Plans)
- Treatment provided and contact the individual has had with the organisation
- Medication reviews
- Medical reports
- Results of investigations, such as x-rays, scans, and laboratory tests

GPs can mark certain sensitive information so that it is not included on HIE

Each HIE partner organisation involved is responsible for the information that they share and access.

Can I object to my information being accessed through HIE?

Yes, you can object to your record being shared through HIE. To do this, please speak to your Surgery. Before you do so, it is important to understand that

- Only professionals involved in your care are allowed to access your information. These people would want to view your record in order to give you the best quality care they can.
- In many situations, it is necessary to share information between services to deliver care.
- As with the previous OCS system, some sensitive information is not shown in HIE
- If you opted out of your data being used for OCS, your objection will be carried over in HIE, but you can opt back in at any time; just let the GP Surgery know.

How will HIE keep my information safe?

The HIE approach is in line with General Data Protection Regulation (GDPR) and all your information will be processed securely.

Your information can only be viewed over a secure healthcare network, which requires professionals to have passwords to access it. An audit trail is maintained to record who has viewed your records.

By law, all people working in health and social care or as part of NHS healthcare teams must respect your privacy and keep all information about you safe. Everyone within the NHS must complete mandatory information governance training and have signed the NHS Confidentiality Agreement.

Can I access my own health and care records?

Yes. More information about how to access your own records can be found [here](#). If you think your health record is incorrect, you should let your GP or other health professional know and they will help you to update it.

What do I do if I would like to make a complaint about use of HIE?

If you want to raise a concern about the use of your information on HIE in the first instance please talk to your GP Surgery or care professional delivering care to you.

Each partner organisation using HIE has a complaints procedures for you to follow, so if you wish to make a complaint please contact the care provider involved eg your GP Practice, hospital consultant, or alternatively speak to their PALS (Patients Advisors and Liaisons Services) department.

Patients also have the right to make a complaint to the Information Commissioner's Office regarding breaches of confidentiality. For independent advice about data protection, privacy, data sharing issues and your rights you can contact:

Information Commissioner's Office; Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF, or Visit the ICO website: <https://ico.org.uk/>