



Frequently asked questions: Sutton Integrated Digital Care Record (Sutton IDCR)

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What is the Sutton IDCR?

The Sutton IDCR is an electronic, combined health and social care record covering all GP practices in Sutton. It brings together the health and social care records from different parts of your care.

The Sutton IDCR shares some information from your GP and social care records with Urgent Care, Accident and Emergency Services, Rapid Response, GP out of hours service, social care professionals and GPs, in one place so that professionals can view it to provide better care. In future phases it will also look to share community health, hospital and mental health records.

Why have we developed the Sutton IDCR?

The NHS and social care sector have many different computer systems holding patient and service user records. Because not all of these systems are connected to each other, information about your care from one system is not available to others.

To help you and the staff caring for you, Sutton CCG and the London Borough of Sutton have developed the Sutton IDCR, which takes information from the health and social care record systems within Sutton and creates a combined record that can be looked at wherever you receive your care in the borough. The staff that need to look at your record must have your permission to do so unless there is a critical medical need, e.g. there is an emergency and you are so ill that you are unable to be asked.

What are the benefits of the Sutton IDCR for health and social care professionals and patients?

The Sutton IDCR has the potential to improve care for patients and support health and social care professionals in the following ways:

- No need to wait for a GP to send paper records of a person's medical history
- Information is shared at the touch of a button – providing accurate patient information
- Ability to see medical history, treatment, allergy information and adverse reactions
- No need to recall or repeat medication and ailments (and increasing the chance of inaccuracy or forgetting important information) to different health and social care professionals each time they see the same person.

Informed and improved medical and care decision-making with:

- The right information at the right time
- More accessible patient information
- Reduction in unnecessary delays due to administrative tasks
- Information instantly available to other health and social care professionals with the correct access rights
- Fast and easy access to a more comprehensive patient record
- No lost notes
- System uses less paper
- Improved data protection and viewable audit trail
- Clear, readable and auditable notes

- The sharing of hazards and potential or managed risks increases safety for both health and social care professionals and patients
- Information only being entered once and is quickly available for all those with permission to view, therefore reducing duplication and potential delays.

What information is available in the Sutton IDCR from my GP's clinical system?

The Sutton IDCR provides a summary record of your care; it contains only part of the information held in your GP record and some information about any social care you receive.

Health information is stored on local systems using a coding scheme of medical terms (called READ Codes), which enables the data to be easily processed and displayed, whilst ensuring that the quality and accuracy of the data is of a suitable level. Using this coding system means that only medical data is shared and not any comments your GP may record for their own use.

Please note that only READ coded data items are extracted from your GP Medical Record. Any comments and discussions recorded from your GP visits will **not** be shared on your Sutton IDCR.

Furthermore there is a list of exclusion codes that are not extracted from the GP medical record to adhere to the highest level of best practice guidance for sharing of sensitive patient data. A list of excluded information is available on our website [here](#).

Depending on how much care a patient has received, the amount of information will vary between patients, but will normally include information about allergies, medication, diagnosis, tests and treatments.

Patient records will include data for all patients registered with a GP in Sutton (adults and children).

What information is available in the Sutton IDCR from the social care system?

Information will be uploaded from the London Borough of Sutton's social care information system.

Your social care information will only be available to be viewed on the Sutton IDCR if you:

- are supported by London Borough of Sutton Social Care services; and
- have given explicit consent for your social care information to be added onto the Sutton IDCR.

The type of social care information that will be available includes information such as details of your support plan and the care you receive, who your Social Worker is and when your plan was last reviewed.

Currently social care data is only available for adults.

Who uses the Sutton IDCR?

The Sutton IDCR is used by health and social care professionals within Sutton. Having access to this record allows them to have a much wider view of information than they might otherwise have to hand, which in turn is beneficial to you when they provide your routine or emergency health and social care.

In situations where health and social care professionals may not have any history of your previous treatments, for example in emergencies, access to information about allergies, diagnosis and medication can provide vital details that will help them give you the best care and advice possible.

Will this affect the care I normally receive at my GP practice? Will it add to my doctor's workload or increase costs?

The Sutton IDCR has been designed to ensure that providing information does not affect existing services at all. Sending data to the Sutton IDCR is an automated process that happens overnight, when no GP treatment is being provided, and therefore does not change the service your GP would normally deliver.

Having data on the Sutton IDCR may improve the care you receive by providing access to additional information. Submitting data to the Sutton IDCR does not cost your practice anything.

What can a patient do if they do not want their records viewed by a health or social care professional?

There are a number of options:

1. **You can decline at the point of your care:** if you do not want a health or social care professional to view your record, simply decline when asked for your consent to access your record. By doing this, your record remains available on the system and in an emergency (eg if you unexpectedly arrive unconscious in A&E, you will still benefit from health and social care professionals being able to see your record).

The system is designed for consent to be confirmed before your record is viewed and the response is recorded at that time. Therefore, you have complete control as to who sees your information.

2. **You can opt-out if you do not want to have your information shared at all:** you can opt-out of the Sutton IDCR by completing a short form and giving it to your GP surgery.

You will be expected to provide proof of identity and place of residence. Once you have opted out your record is completely deleted from the Sutton IDCR system and cannot be seen by health and social care professionals caring for you in an emergency.

3. **If you have already opted-out of the national Summary Care Record (SCR), you will be opted-out of the Sutton IDCR;** you can of course opt-in to the Sutton IDCR at any time, please ask your GP practice for the relevant form. Opting-in to the Sutton IDCR will not affect your decision to opt out of the national SCR.

4. **If you do not wish your health information to be available on the Sutton IDCR and have opted out as described above, your social care information will also not be available.** For your social care information to be added to the Sutton IDCR, you will need to give your explicit consent to the London Borough of Sutton.

Please note that opting out altogether may mean that, in an emergency, health and social care professionals may not have up-to-date information to provide you with the best possible treatment compared to if your record is available to view.

What does it mean if I DO NOT have a Sutton IDCR?

Health and social care professionals treating you may not be aware of your current medications in order to treat you safely and effectively. They may not be made aware of current conditions and/or diagnoses leading to a delay or missed opportunity for correct treatment.

Health and social care professionals may not be aware of any allergies/adverse reactions to medications and may prescribe or administer a drug/treatment with adverse consequences.

If you DO NOT want a Sutton IDCR please complete the opt-out form and send it to your GP practice.

If, however, you are happy for your information to be shared on the Sutton IDCR, then you do not need to do anything.

Who can have a Sutton IDCR?

The Sutton IDCR is specifically for people who are registered with a GP in Sutton. If your GP is not in NHS Sutton CCG you will not be included in this local project. To check if your GP is in Sutton, please check the list of GPs below.

Sutton GP Practices

Beddington Medical Centre	172 Croydon Road	Beddington
Beeches Surgery	9 Hill Road	Carshalton Beeches
Benhill & Belmont Practice	54 Benhill Avenue	Sutton
Benhill & Belmont Practice (Branch)	1 Station Approach	Belmont
Bishopsford Road Practice	191 Bishopsford Road	Morden
Carshalton Fields Surgery	11 Crichton Road	Carshalton Beeches
Cheam Family Practice	The Knoll	Parkside
Cheam Family Practice (Branch)	263-265 Gander Green Lane	Sutton
Dr Grice and Partners (The Old Court House Surgery)	Throwley Way	Sutton
Dr Grice and Partners (Branch)	Robin Hood Lane Health Centre	Sutton
Faccini House	64 Middleton Road	Morden
Green Wrythe Surgery	411A Green Wrythe Lane	Carshalton
Hackbridge Medical Centre	138 London Road	Hackbridge
Maldon Road	35 Maldon Road	Wallington
Manor Practice	57 Manor Road	Wallington
Manor Practice (Branch)	Roundshaw Health Centre	Wallington
Mulgrave Road Surgery	48 Mulgrave Road	Sutton
Park Road Surgery	1a Park Road	Wallington
Robin Hood Lane (Dr Seyan and Partners)	Robin Hood Lane Health Centre	Sutton
Shotfield Health Centre	Jubilee Centre	Wallington
Sutton Medical Centre	181 Carshalton Road	Sutton
The Chesser Practice	121 Wrythe Lane	Carshalton
The GP Centre (Dr Longley & Dr Jolley)	322 Malden Road	North Cheam
The GP Centre (Dr Brennan & Dr Scott)	322 Malden Road	North Cheam
The GP Centre (Dr Muktar & Dr Al-Sanjary)	322 Malden Road	North Cheam
The Grove Road Practice	83 Grove Road	Sutton
Wallington Family Practice	Jubilee Centre	Shotfield
Wallington Medical Centre	52 Mollison Drive	Wallington
Wandle Valley Health Centre	1 Miller Close	Mitcham
Well Court Practice	6 Well Court, 740 London Rd	Cheam
Wrythe Green Surgery	Wrythe Lane	Carshalton

Where can I get more information?

For more information please contact:

Tel: 020 3668 1200

Email: sutccg.office@nhs.net

Website: www.Suttonccg.nhs.uk

Post: NHS Sutton CCG, Priory Crescent, Sutton, SM3 8LR