Making the *right information* available to the *right people* at the right time.

Digital technology is helping to improve all types of health care, including how we share information securely. We are working hard in Somerset to reduce the paper-based systems being used to share health and care information between services. Technology is helping us to speed up the referral processes, save valuable time and provide better care when you visit a health or care professional.

This is Bob.

Bob is feeling unwell.

■ **Bob suffers from diabetes and this is an example of what his journey through the health and care system might have looked like just a short time ago.**

1
Bob is found confused by a friend one evening due to very low blood sugars and the Out of Hours medical service is called. He is unable to tell the medical staff who his GP is or what medication he is on.

2
With no other information available, the Out of Hours service arranges for Bob to be taken to the local hospital's emergency department.

3
Bob is admitted for treatment. The hospital stop some of his medication, which was causing the low blood sugar and start him on some new medication.

4
The Care Team who visit Bob daily arrive the next morning as usual but are unaware that he has been taken into hospital. When they don't get a reply, they contact Bob's GP to raise the alarm.
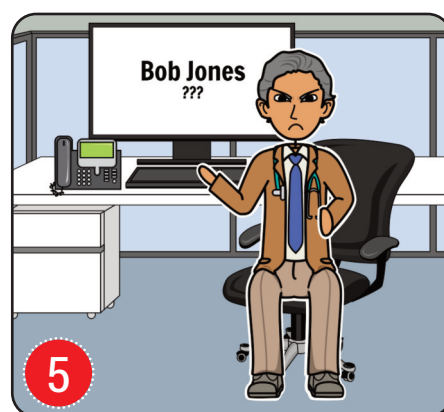
5
Bob Jones ???
The GP is unaware that Bob is in hospital and has not yet been notified. He spends half an hour phoning around the local hospital wards to find out what has happened.

6
Meanwhile, the medication the hospital prescribed is causing Bob some side effects. If the hospital had been able to see his GP Records, they would have known that Bob had experienced the same side effects on this medication previously. Bob's discharge home is delayed while the side effects wear off and a new medication is started.
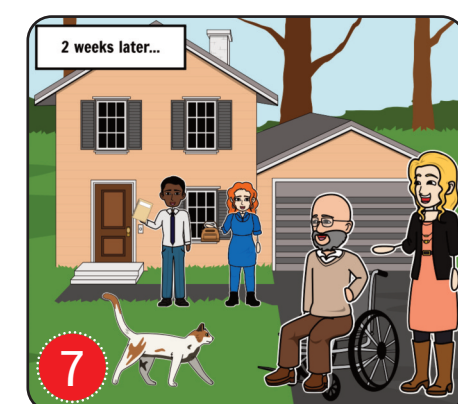
7
2 weeks later...
Bob is finally discharged home, with a new package of home care. They install a key safe so that his carers and clinicians can get access without him having to come to open the door.

8
Bob's friend finds an old paper prescription and takes it to the pharmacy to request a repeat prescription for Bob. The pharmacy doesn't know that this list of medication has been superseded. They therefore re-issue the previous medication.

9
Bob once again feels unwell because he is on the medication that has made him previously ill and has to call the doctor...
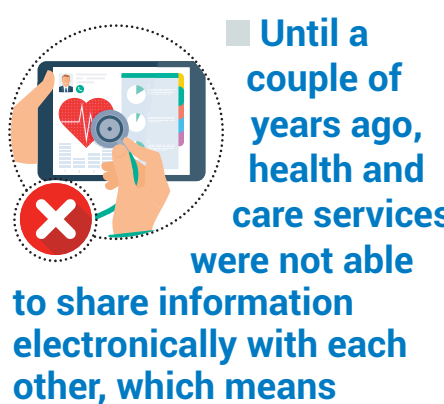
■ **Until a couple of years ago, health and care services were not able to share information electronically with each other, which means that information took longer to reach other services, if at all.**

■ **This is what Bob's journey could look like when everyone involved in his care can see his health and care information.**

1
Bob is found confused by a friend one evening due to very low blood sugars and the Out of Hours medical service is called. The Out of Hours doctor can see Bob's medical record and is able to admit him directly to the correct ward at the hospital.

2
The hospital can see what medication Bob has been taking and are able to prescribe a new drug to treat his symptoms, avoiding any that have previously caused him to experience side effects.

3
The Care Team check Bob's record before they set off in the morning to visit him and can see that he has been admitted into hospital. So they go to see another patient instead.

4
Bob is discharged home after a few days with the right package of care, including a keysafe, so that care staff can access his house.

5
Bob's neighbour goes to the pharmacy to order his repeat prescription for him. The pharmacy is able to see the correct prescription from the hospital records.

■ **Somerset is currently on a journey to connect health and care systems together electronically to share information for the purposes of direct care. From October 2016 Yeovil District Hospital, Somerset Partnership, Musgrove Park Hospital, NHS 111 and the GP Out of Hours service have been able to see Somerset patient's GP Records when they provide people with direct care. But this is only the start of enabling information to be shared to the right person at the right time.**

ⓘ **Making sure that the *right person* has the *right information* at the *right time...***

■ It is so important for health and care staff to provide the best care for you. The Somerset Integrated Digital e-Record (SIDeR) Programme aims to improve electronic information sharing and it will mean patients get the right treatment faster and will save health and care staff valuable time. Information will only be available to appropriate staff and only when you need care and not for any other reason.

If you have any questions, please contact the **Somerset CCG Patient Advice and Liaison Service (PALS)** on **0800 085 1067** or email **somccg.pals@nhs.net**