

HANDOUT A: Why different people need access



When someone rings up for the flu jab I need to know if they are eligible for it

GP Receptionist



When I'm advising someone on managing their symptoms it's useful to know at what stage in their cancer treatment they are.

Cancer Nurse



If I have access to a patient's medical records I can remind them about important appointments when I am seeing them for their routine injection.

Mental Health Nurse



It is essential that I am aware if a patient takes blood thinners as this can cause risks during childbirth

Midwife



It would be helpful for me to know what other medications a patient is taking so I can ensure adverse reactions are avoided

Hospital Pharmacist



When someone is in an accident if they are not conscious I look for a bracelet / locket to provide information about allergies, but with access to an electronic record I would know more accurately

Paramedic



If I am able to access hospital test results I can give the patient an answer more quickly about next steps for their care.

GP



My job is to ensure people with diabetes get called for their annual health check so I need to have access to some clinical information about them

Administrator

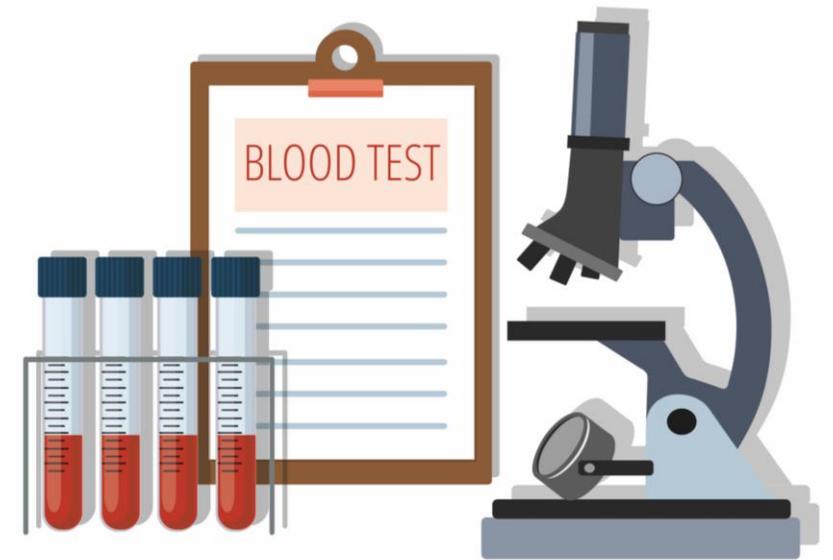
Case study 1 – Cancer

- Tom has been diagnosed with lung cancer and also has a history of substance misuse and depression.
- His cancer doctor needs all of the information about his test results and diagnostics to inform decisions about Tom's treatment.
- A care administrator is tasked with collating this on behalf of the doctor. In order to do this they need access to Tom's medical information.
- Having reviewed the information, Tom's doctor suggests that Tom needs chemotherapy and an appointment should be scheduled asap. A bookings clerk needs to contact Tom to arrange this.



Case study 2 – Test results

- Mary works full time and finds it hard to get time off to go to the doctor, but has been having bad headaches.
- She books a Saturday appointment to see her GP.
 - *What information does the receptionist need to book the appointment?*
- She has to have some blood tests done in a local clinic.
 - *What information does the person taking her blood need?*
- A week later she rings the GP practice for her results.
 - *Who should be able to give her the results?*



Case study 3 – Diabetes

- Ian has type 2 diabetes, schizophrenia and is on medication for back pain. His schizophrenia means he is not very good at keeping track of his blood sugar level.
- His GP has referred him to the hospital as his foot has sores that won't heal (this is a common risk of diabetes).
- He has to have his foot partially amputated
 - *What does the anaesthetist and surgical team need to know?*
- He needs physiotherapy to learn how to walk
 - *What does the physiotherapist need to know?*



HANDOUT B: Things to think about...

• **Burden
on NHS**

Safety

Quality

Privacy

Convenience

**Joined-up
care**