

# **Tell your story once: Norfolk and Waveney Shared Care Record**

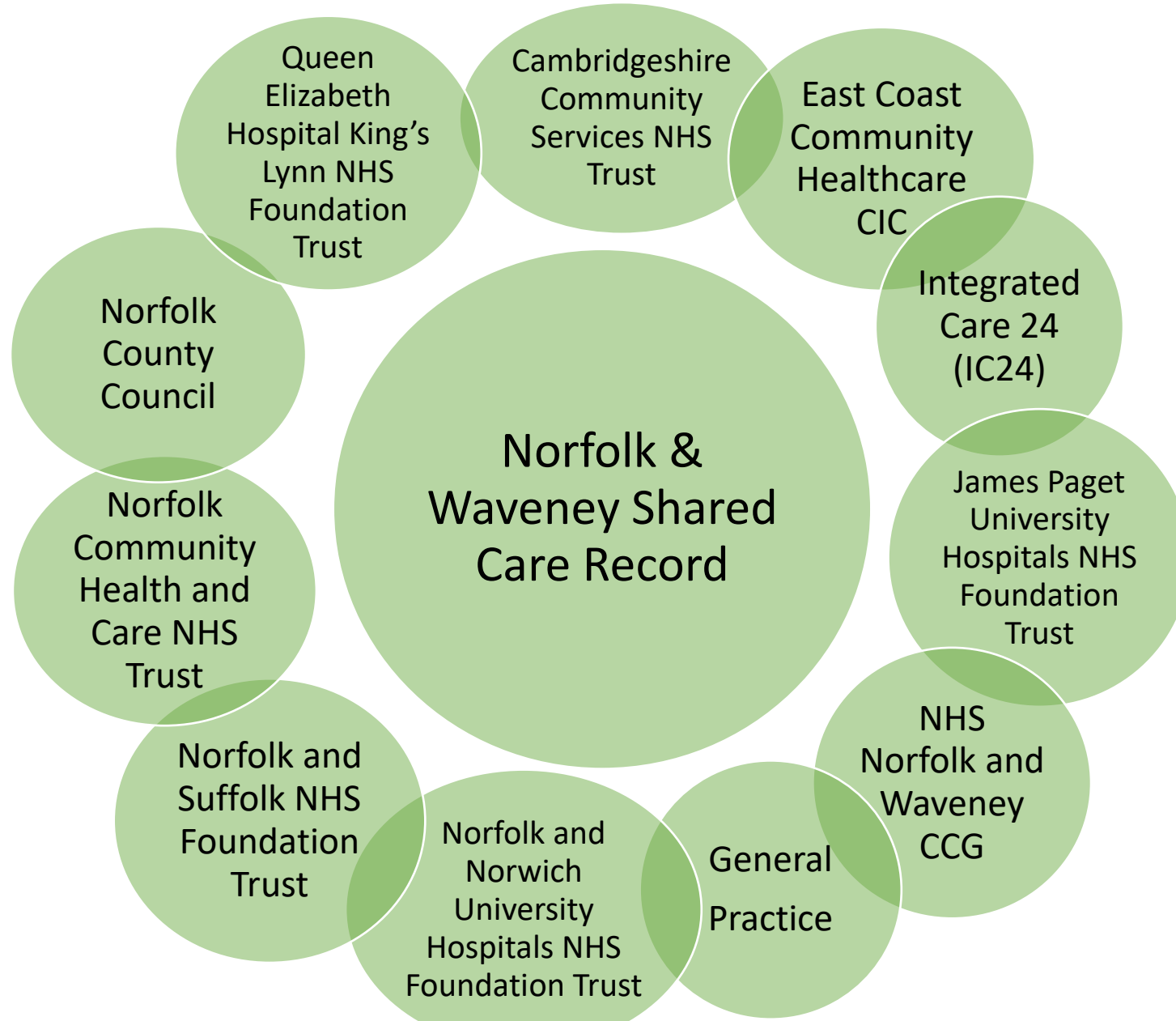
## **Shadow Integrated Care Partnership**

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**Geoff Connell,**  
Director of Information Management Technology & Chief Digital Officer

**Amy Lees,**  
Social Care Systems Manager

# Contributors to the Shared Care Record



The NHS has issued a national target for all STP areas to deliver a digital health and social care shared care record.

The following organisations have signed a partnership agreement that makes an active commitment to collaborative working, shared costs (apportioned appropriately) and sharing of information from their line-of-business systems into the digital shared care record.

# Tell your story once

- Many ICS areas already have a live digital shared care record (37 of 42 areas in the country), and Norfolk & Waveney is one of the few left who have yet to mobilise this technology – Suffolk have had a shared care record for adults since 2019.
- The key primary benefit of bringing health and social care data together into one view is that the Norfolk & Waveney adult or child should only have to tell their story once to health and care professionals.
- Health and care professionals will have instant access to key information about the adult/child they are working with, before and during their contact with the adult/child.
- This should speed up the adult/child's journey through the health and care system, and result in the delivery of well-informed care from health and care professionals.
- At a health and care system level, well-informed care will mean improved use of resources e.g. reduction in inappropriate referrals, reduction in unnecessary ambulance calls.
- Information can still be protected and not disclosed if an adult does not wish to share it for personal reasons.

# Next steps

- Intersystems have been chosen as Norfolk & Waveney's shared care record provider and work has already begun to plan out the project and start technical discussions between system suppliers.
- The communications strategy is due to be approved in June 2022, and will set out a high-profile public communication campaign to be delivered during 2022.
- Staff engagement and training across the partner organisations will run in parallel and will focus on how health and care practice will be impacted and improved by quick access to information.
- Partner organisations are working together to ensure that an individual's choices about their health and care information are fully respected.
- The initial shared care record is to be delivered by the end of 2022.
- All parties in the ICP are asked to commit to taking this to their own organisational boards, embedding this within their own organisations and actively championing the benefits of this integrated approach to information.