

Introduction

This leaflet will tell you about the key changes we have made as we move from paper-based records to electronically held patient records. These key changes include the introduction of:

- Electronic Patient Records
- TrakCare
- Clinical Portal

Everyone who works for the NHS is bound by the NHSScotland Code of Practice: Protecting Patient Confidentiality to make sure all information is kept confidential and secure.

Electronic Patient Records (EPR)

In the past most of our information was held in paper format. We are now working towards having **all** of your clinical records across **all** specialities available electronically in one place via our Clinical Portal (a web-based medical application)

We believe there are benefits to having an electronic patient record, such as:

- quicker results and diagnosis, thus reducing clinical risk and increasing patient safety;
- more than one person can look at patient information at the same time;
- secure immediate access to patient information;

- more time with patients, less time on paper work and duplication.

We believe that Electronic Patient Records will improve our service.

If you attend an out-patient appointment at one of our acute hospital sites, clinical staff will access your health information from a computer instead of using a paper health record.

We are also in the process of rolling out our electronic patient records for in-patients at our acute hospital sites. In time, we will record and assess all of your clinical care electronically. This means we will no longer need to hold and transfer paper health records.

To do this we need to have robust and secure clinical systems in place. Two of the main clinical systems we use within our acute sites are our Patient Administration System 'TrakCare' and Clinical Portal.

TrakCare

In the past few years we have replaced all our Patient Administration Systems within acute hospital sites with one single system called TrakCare.

This system holds all your current and future appointment details, including your clinician and all specialties you attend and

your GP's details. It manages your patient journey from referral to discharge.

- make referrals and appointments electronically;
- manage the patient's journey;
- produce clinical and appointment letters;
- book and check the results of investigations such as blood tests.

Clinical Portal

This is a single on-line electronic window through which healthcare staff can view all relevant patient information across NHS Greater Glasgow and Clyde.

It provides:-

- access to the electronic patient record;
- links to GP practices;
- access to record patient data and clinical information;
- access to patients' clinical history such as clinical letters and scanned notes from the paper health record.

Confidentiality

Confidentiality is a fundamental principle in the delivery of health services. We must keep confidential information secure.

We take all reasonable measures to preserve and maintain the confidentiality and security of our clinical data. All NHS staff have a professional, ethical and legal

duty to keep patient information confidential at all times.

We have a number of policies and procedures in place to ensure our staff are aware of their obligations.

In addition, our staff undertake regular training in data protection and the confidentiality of data.

Security of Data

We protect our information from inappropriate disclosure and ensure that it is readily available to authorised staff when required.

We closely review and monitor staff access rights through Role Based Access Controls (RBAC). This allows us to give the appropriate level of access to both administration and clinical staff depending on their job. For example, a receptionist or secretary will not have the same rights of access to patient information as a doctor.

Our clinical systems have full audit capabilities. This gives us the ability to check who has looked at or recorded patient information on our systems.

Some information we hold on our patients may be particularly sensitive and therefore extra security measures are put in place to ensure we restrict access to only those

who require this. This is referred to as 'break glass' and again we have the ability to check who has looked at or recorded patient information on our systems.

Further Information

If you would like any further information about any of the information on this leaflet, please speak to your doctor or health care team.

Alternatively, you may contact the Information Governance Team at: data.protection@ggc.scot.nhs.uk



Information about Health Data and Electronic Systems

Everyone in the NHS has a legal duty to keep information about patients confidential and we take great care to make sure that we maintain high standards of confidentiality.