

Gloucestershire's shared care record system

For patients registering with a GP practice

What's it all about?

The NHS is big and complicated. Although often referred to as one organisation, the way it is run means different parts do different things and each one is managed separately. Your local GP surgeries are part of the NHS family where doctors and nurses provide medical advice and care.

Other organisations within the NHS include:

- Hospitals, providing care, treatment and operations for people who are seriously ill or need treating straight away

- Community health services, including community hospitals and some adult social care

- Specialist mental health and learning disability services

- Ambulance and paramedic teams and the local out-of-hours service - if you suddenly need a doctor when your GP practice is closed.

And all these NHS bodies have regular contact with Gloucestershire County Council social care teams.

Often, if you are ill you will use more than one part of the care system but, because of the way the NHS has developed, different parts of

the system often use different and unlinked computer systems.

This means important information is often shared over the telephone or by letter and/or faxes, which can lead to delays or treatment that doesn't best suit your needs.

Why share?

JUYI, Gloucestershire's shared care record system, gives doctors, nurses and allied

health and social care professionals better access to key patient information, making it available from across the health and social care network, so the people directly involved in providing your care always have secure electronic access to the most up-to-date information about you.



This means that if you are in a hospital, doctors and nurses there will have access to details held by other local NHS trusts and social care teams (community nursing, social workers, allied health professionals — such as physiotherapists and occupational therapists — and your GP, for example) so they have a better and more complete picture of your care.

What do I need to do?

When you register with your GP you will be asked your preference for sharing your information through JUYI.

If you are happy to share your information, you don't need to do anything.

You can object to sharing your information electronically using JUYI; however this may result in delayed or sub-optimal care, particularly if you are incapacitated.

People viewing your details would only do so if they are directly involved in your care.

This will allow doctors, nurses and allied health and social care professionals involved in your treatment to access information about you to treat you in the best and most appropriate way.

JUYI is being continuously developed and it will be gradually released in phases over the next couple of years. Visit the website for updates and frequently asked questions.

Can I change my mind?

Whatever you decide about allowing clinicians and social care professionals better access to your information, you can change your mind at any time but you will need to speak to your GP practice before this can happen.



Where can I find out more?

Visit the website **www.juyigloucestershire.org** for answers to frequently asked questions, updates on the development of the system and for information in different formats.

You can email questions to **juyi.gloucestershire@nhs.net**

Or you can call us on 0800 019 3276

To discuss receiving the information in different languages please telephone 0800 015 1548 or write to:

Patient Advice and Liaison Services,
Freepost RRYK-KSGT-AGBR, PALS,
NHS Gloucestershire Clinical Commissioning Group, Sanger House,
5220 Valiant Court, Gloucester Business Park, Gloucester, GL3 4FE.

