

Health & Care

#LincsTogether

“ Because of the Care Portal I no longer have to repeat my story to different health and care staff.”
Patient

Lincolnshire Care Portal

Changing the way we access your health and care records



The Care Portal is a secure computer system that provides health and care staff with a selected view of your personal information contained in different health and care systems.

This could include:

- Name, address, NHS Number and phone number
- Medications & allergies
- Test results
- Letters
- Treatment you have received
- Future and past appointments
- Care Plans

If you do not want your personal information viewed by health and care staff involved in your care you will need to complete a Care Portal **opt out form**.

Find out more at www.lincolnshire.nhs.uk/care-portal by phoning 01522 421888 or from your GP practice.



Why do we need the Care Portal?

At the moment, health and care staff from one organisation cannot always see information about you that has been recorded by another organisation. This means they cannot always access the latest information about you quickly to make the most effective decisions about your care.



What does the Care Portal mean for you?

Health and care staff can check your personal information such as any long term conditions you have, any medication you are taking, or test results more quickly and easily. This means health and care staff will be able to make sure your care is coordinated to support you as effectively as possible. It may also mean that any treatment you need could start sooner, and help to ensure that any tests are not repeated unnecessarily.



How is your personal information used?

The personal information in the Care Portal is used to ensure that health and care staff involved in your care have accurate and up to date information so they can assess and improve the quality and type of care you receive.

Access to the Care Portal is strictly controlled. A full audit trail is maintained to track who is accessing your personal information. Your personal information will not be shared with any third party organisations.

“

The biggest barrier to managing frail older adults is the ability to have a care and support plan that is instantly accessible to both patients, carers and health and care staff. The Care Portal is able to provide this.

Consultant Geriatrician

”