

Appendix 3: Tweets and Social media conversations

Top retweeters:

- Aileen McLeish, Chairman of Ashford & St Peter's Hospitals NHS Foundation Trust
- North East Hampshire and Farnham Clinical Commissioning Group
- Surrey Downs Clinical Commissioning Group
- North West Surrey Clinical Commissioning Group
- Guildford Borough Council
- Surrey Independent Living Council
- Surrey Disabled People's Partnership
- The Surrey Hubs
- Nigel Sweet (South East Coast Ambulance NHS Foundation Trust)

Comments:

Nursing Students@nursingSUni

[@HW_Surrey](#) as long as is with consent and valid cause will improve integrated care. My gp recently changed policy 2 inform prior to share

Mr David Barton @ecpdbart

Mr David Barton retweeted Healthwatch Surrey adding "A must for any A&E Practitioner"

Streetlife Conversation 1:

Names have been removed

Healthwatch Surrey

Tell us what you think. This survey is running until the end of June and we need more participants. Your views will be treated completely anonymously and confidentially. Survey direct link <https://www.surveymonkey.com/s/38V9F83>

This survey relates to only health and social care professionals involved in your care, not insurance companies or any other third parties.

I worry about info falling into wrong hands or used for commercial purpose eg DVLA selling all driver details for hundreds and thousands . All health and social care personal do not have same degree of pt involvement and it can be misused .

I feel all my records should be completely accessible to me the pt at all times .

I have been always asking the same question since I came to live in England in 1982. Why patients haven't got the right to keep their own medical records? maybe we have to copy other countries like mine in South America. Patients carry their own XRays, result of tests and their medical history with them everywhere to present to a doctor and nobody ever lost them.

I agree

Medical records should be shared exclusively between your GP and any hospital treating you. Nobody else. X your comments are sound.

i think that personal records should not be shared without the explicit permission of the person concerned for every time that sharing is thought believed to be beneficial. The onus would be on the authorities to explain to each individual why that they believing sharing information would be beneficial. I am against the concept of presumed consent to the sharing of personal records

I agree very much . Consent should not be presumed . It must be justified and actively sought .

I think it would be useful if hospitals and GPs can quickly access your medical records if you're being treated away from home or at A&E. Plus it would make changing GPs much easier because you won't have to wait weeks before your new GP has your records. I do however think it's a step too far for all medical professionals and pharmacies to have this data simply because they don't all need to know. I would be concerned that it wouldn't stop there, how long will it be before the insurance companies get hold of this information or advertising companies get hold of it.

I think we should be able to choose which medical professionals our data is shared with, rather than just a simple opt in or out.

I think your own health records should be held by your GP and yourself and that they should be your own responsibility. Not available to whoever wants them, or can hack them or pays the most for them!

When I travelled abroad on business years ago I used to have a small locket on a chain around my neck which was universally understood to contain any relevant data about my medical history - in particular my allergic reactions to things like tetracycline. Why can we not carry our medical records with us (on a storage stick device) so we can share them with health professional that WE choose to share them with. My doctor surgery now asks its receptionists to ask you to let them know what is wrong with you so they can triage you before you ever get an appointment (I seem not to be able to get one for about 3 week normally). So here we go, I tell some lovely little lady receptionist my medical problems. She is not trained, nor can I be sure these details are not shared around the office. It is all becoming too easy for your medical history to be exposed to people other than those who are specifically trained to care for you. How would you feel if your bank manager let the bank cleaners see your banking information? Or your solicitor let his receptionist see your will?

People may be interested in the article from the Press Association which highlights that people who wished their records not to be shared have not had the wishes respected

<http://www.msn.com/en-gb/news/uknews/nhs-data-passed-on-against-wishes/ar-BBkKmMb?ocid=UP97DHP>

Thanks to Z for the link, which was news to me. I am firmly against my medical notes being shared outside of the NHS, but I agree with Y that

records could be more widely shared within the NHS. Any hospital in this country should have instant access to information held by my GP. In some cases this could be life-saving.

What if we were given a code to the Gp file that contained our record (like on line banking but without the facility to update) and we decided who, if anyone, we allowed to give the code to access our details?

All these comments are very useful. But please also share your views by doing the survey! It's good that we are being consulted, so let's make sure they know how we all feel.

As a healthcare professional myself, I think this is a great idea. Currently I have to share information with other professionals on a community basis. This is really useful, BUT hospitals don't use it nor social care. Some individuals need the involvement of all these different groups for complete care packages. I think this is what is needed.

The professionals you are involved with MUST ask for permission though, surely. Also I think it would make it easier for everyone to communicate if we used the same system.

Streetlife conversation 2:

[Should your health and care record be shared between health and care professionals involved in your care?](#)

Healthwatch Surrey:

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Yes of course it should, so they can better understand the needs of the patients.

Best thing is to help by doing the survey, it's easy and quick and should help a lot.

A lot of information doesn't get shared between health professionals. Communication is so important on a need to know basis.

Yes, most definitely! I believe it is essential that all health professionals have access to patient records so they know the previous history and don't have to redo tests etc. each time a patient goes into hospital - which happened to my father unnecessarily on many occasions. It would also be very helpful for them to know which medications people are taking, especially the elderly who might be taking several medicines, and not remember what they are.

All depends on what you class as a health professional. I would not want very poorly paid care workers visiting homes to know the health vulnerabilities of people without a clear vetting and 'professional' training. My own mother-in-law had a number of items stolen by so called home 'care workers'. They offered to 'look after' things for her. And a ring went missing that fortunately another family member spotted. Those people are not employed under the same criteria as doctors and nurses (although you cant always trust those either - Shipman a perfect example!



Healthwatch Surrey

Thank you very much for all your comments - we will make sure these are fed back. Please make sure you fill in the survey and share it with family and friends in Surrey.