



City of Westminster

# Share information with confidence

Health and Social Care colleagues have a professional duty to share relevant information with each when caring for service users.

This duty is now underpinned by a change in the law.

Central to our ambition is that all staff and service users are confident that the information they share and access is lawful and secure.

North West London Health and Social Care organisations are working together, through the Whole Systems Integrated Care (WSIC) programme, to enable information to be shared more effectively to improve the care we provide.

The WSIC programme is supporting care organisations and frontline staff by providing support materials and training. The materials are intended to give you the confidence to share and access information safely and securely and to help you answer questions from patients and service users.

## Patient preferences

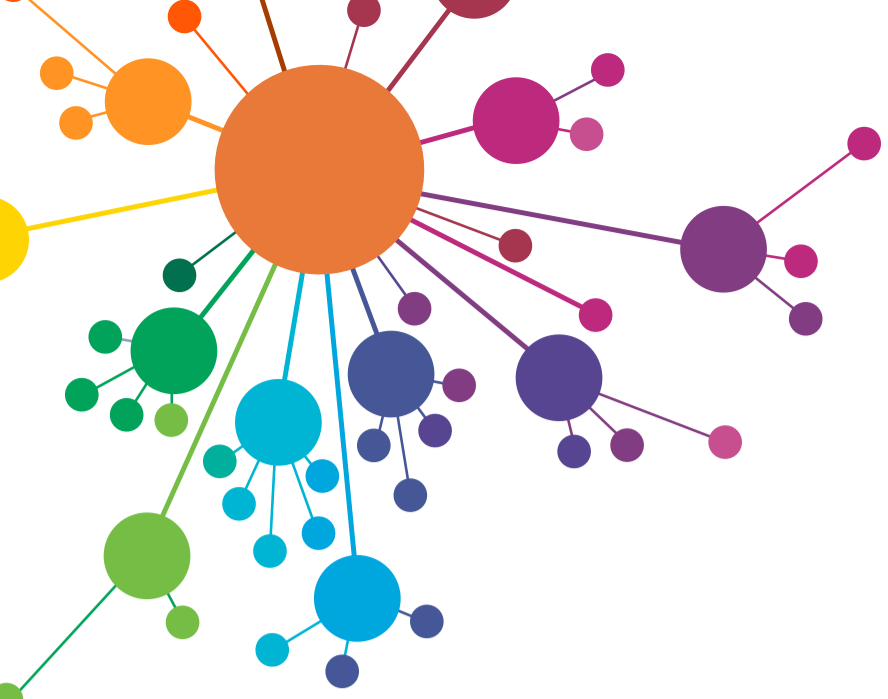
It is up to patients and service users whether they share their information with you or not. If they decide to choose not to share, you must continue to treat them in the same way as before.

Patients or service users have the right not to share their information at any time. They can ask their care provider for an opt out form to sign or make a verbal request.

## Benefits of Information Sharing

Here are some examples of the direct benefits to sharing your patients information

- Patients and service users only need to tell their history once
- Patients and service users can avoid unnecessary appointments and tests
- Care professionals have the right information at the right time to make better decisions about appropriate care
- Care professionals can monitor the care pathway of their patients
- Organisations can share anonymised information to improve integrated care and develop new models of care.



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

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