

How secure is my information on HealthSpace?

We use internationally recognised security measures to keep your information confidential.

Every time you visit your HealthSpace account you will be asked security questions, including your username, password and information from a secure log in card, which you will receive from the National HealthSpace Registration Centre.

The registration process is one of the measures we use to keep your information safe and secure.

This helps to protect access to your information so that only you will be able to use your HealthSpace account.

No matter how careful we are, there are always risks when information is held on computers as there are with paper records.

I don't have access to a computer. How can I see my Summary Care Record?

You don't need to have a computer to see your Summary Care Record. You can ask your GP or staff at your GP practice to show you the information in your record.

Where can I get more information?

For more information about HealthSpace and Summary Care Records:

- visit www.healthspace.nhs.uk or www.nhscarerecords.nhs.uk;
- contact your local Patient Advice and Liaison Service (PALS) www.pals.nhs.uk; or
- phone the The Summary Care Record Information Line on 0300 123 3020.

If you have technical difficulties with the HealthSpace website you can phone HealthSpace customer support on 08453 665665.



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HealthSpace



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HealthSpace is a secure website where you can see your Summary Care Record and store and keep track of your personal health information. It is a free service which is available to everyone living in England, who is aged 16 or over and registered with a GP.

If you decide to have a Summary Care Record, this means that when you use HealthSpace you will be able to see and check the information the NHS holds about you in relation to:

- any medicines you are taking;
- any allergies you suffer from; and
- any bad reactions to medicines you have had.

If you want to add other details about your care to your Summary Care Record, you should ask the healthcare staff treating you to do this.

Your HealthSpace account also includes personal details which the NHS holds about you, such as your name, address, age and NHS Number.

Everyone registered with the NHS in England is given a unique NHS Number. It helps healthcare staff to link your health records to you and can make treatment safer. You do not need an NHS Number to set up a HealthSpace account.

How will HealthSpace improve my care?

Being able to see a summary of the information that the NHS holds about you means that you can:

- make sure that it is accurate and up-to-date;
- check the medicines that you have been prescribed; and
- review any advice you were given – if you choose to have it added to your Summary Care Record.

You can use HealthSpace to access the online Choose and Book service to book your healthcare appointments when you have been referred to specialist care using Choose and Book. You can also store and keep track of other health information, such as your blood pressure or weight, which may help you if you have a long-term condition you need to manage.

How do I register for HealthSpace?

You need to set up a basic HealthSpace account and choose your username and password. You can do this by going to www.healthspace.nhs.uk and following the instructions.

You will then need to set up an advanced HealthSpace account before you can see your Summary Care Record. To do this, you will need to take documents that prove your identity to your local HealthSpace registration agent who is responsible for confirming your identity.

You can find a step-by-step explanation of how to register, including the documents you need to prove your identity, at www.healthspace.nhs.uk/howtoregister.aspx

When will I be able to see my Summary Care Record using HealthSpace?

You will be able to use HealthSpace to see your Summary Care Record once your GP practice has made it and once you have successfully completed the registration process.

Summary Care Records are being introduced in stages and your local primary care trust will write to you when your GP practice is about to start making them.