

Your emergency care summary

Helping Colin get the right treatment away from home

Colin Greenhall lives in Kingswinford in the West Midlands. A former VAT consultant, Colin's health began to deteriorate in 1998, when he had problems with his breathing.

After a spell in hospital Colin was diagnosed with several complex health conditions, which he has been managing ever since.

Colin is an active member of Dudley HUGS (Hearts Undergoing Support). HUGS provide free support to people in the Dudley area with heart problems.

Carers are also welcomed into the group, who organise regular meetings and social events.

Colin and his wife Jean like to travel around the UK on holiday.



Taking 15 types of medication – all of which needs to be carefully balanced – and remembering various allergies can prove challenging to Colin at the best of times.

On occasions he has forgotten some of his medication and this has meant the inconvenience and hassle of a consultation with a local GP who has to contact Colin's GP in the West Midlands.



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A Summary Care Record is an emergency care summary that will give healthcare staff faster, easier access to essential information about you, to help provide you with safer treatment when you need urgent care such as when are away from home, like Colin and Jean, or when your GP practice is closed. Something Colin would find very beneficial and that would offer him peace of mind.

“To be honest, initially I was reluctant about the ‘IT’ element of Summary Care Records, and was a little concerned about security of my information. However, for me personally, I can see many advantages and these far outweigh any of my concerns.”

A Summary Care Record contains important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had.

You may wish to add other details about your care into your Summary Care Record. This will only happen if you ask for the information to be included.

Healthcare staff who can see your Summary Care Record need to be directly involved in caring for you, will need to have a Smartcard with a chip and passcode (like a bank card and PIN), will only see the information they need to do their job and will have their details recorded.

Healthcare staff will ask your permission every time they need to look at your Summary Care Record.

To find out more about Summary Care Records:

Visit www.nhscarerecords.nhs.uk

Contact your local Patient Advice and Liaison Service (PALS) www.pals.nhs.uk

Call the Summary Care Record Information Line on **0300 123 3020**

This case study has been produced with kind permission from NHS West Midlands