

Worcestershire Electronic Palliative Care Coordination System

A guide for Patients

Introduction

This leaflet provides you with details about Worcestershire's Electronic Palliative Care Co-ordination System which is often shortened to EPaCCS. This is an electronic system that contains information about your illness, your important contacts and any medication you may need if your condition changes (so called anticipatory medication).

The information we collect and why

We ask you for information to improve the quality, efficiency and safety of the care you receive without having to repeatedly ask you the same questions.

Information includes:

Information about you i.e Your date of birth, name and address, preferred place of care, next of kin and your NHS number.

Details of health professionals involved in your care and their contact details.

Information about any anticipatory medications that have been prescribed to you.

How your records are used

Providing good care towards the end of an illness requires a number of health professionals and services to act in a co-ordinated way and our new EPaCCS communicates this information with health and social care professionals from a variety of services. This information is kept on a computer system that can be accessed by your doctor, nurse or other healthcare professionals within Worcestershire at any time of the day or night seven days a week.

In addition, we use the information within EPaCCS to inform us whether we have been successful or not in providing good care and the impact on the broader health services. This is done by combining the information with other sources such as hospital use and is done anonymously and doesn't include any identifiable information. This means we can improve our services based on having a good understanding of what we are doing.

Who can see EPaCCS and how we protect your information?

EPaCCS can be accessed by health and social care professionals involved in your care and they will only be able to see information appropriate to their role. This may include your GP, district nurse, the out of hours GP service, the ambulance service, the local hospice and the hospital. This information will only be collated and shared with your permission and all these organisations operate strict confidentiality agreements. The system has the same level of security as all NHS records.

Your GP practice supports this initiative. Practice Name:

Your information will NOT be shared with other organisations or companies and is only for use by approved Health Care providers in Worcestershire.



Worcestershire Health and Care NHS Trust

