

Example eMail Communications to all staff (NHS and Local Authority)

Dear colleague

I'm writing to you to keep you updated about what we are telling our general public and local residents about how we are joining up our data systems to improve care for both individuals and our population as a whole.

Professionals involved in direct care can now draw on a much more complete view of health and social care records. This is great news, as we know that concerns about experiences of services can be linked to poor visibility of information being shared across the system. For example, people frequently complain that they "have to tell their story more than once" or "the left hand not knowing what the right hand is doing".

Only people involved in direct care can see personal information.

We also use anonymised information from this work to plan and improve services, such as where we need to prioritise our services.

The Frimley Integrated Care System and Berkshire West are national leaders in joining up the information from GPs, the acute Trusts, Social Care and community and mental health providers, through a programme known as Share Your Care to the public and Connected Care to professional users.

If you want to know more about Share Your Care and Connected Care, then the links www.shareyourcareberkshire.org and www.connectedcareberkshire.org are a good place to start. Or if you'd like to know more about how your data is used in planning and service improvement, then please contact us using <https://www.connectedcareberkshire.org/contact/> for more detail.

We'll be talking about this with the public through a variety of routes over the coming months.