

How does the NDR support the Digital Health & Care Record?

Digital technologies and online services have become part of our daily lives. Having good information which drives better decision making is key to delivering an excellent service to patients and improving their care.

The Digital Health & Care Record will create a trusted and linked 'master' record for patients, a single source of the truth that can be used across care settings to minimise duplicate data collection processes, make relevant information available when required and help reduce slow paper based transfer of information. These are just a small number of benefits that can be derived from the Digital Health and Care record.



How will the NDR help?

- 1. Improving patient experience** - patients increasingly want more transparency regarding how their care is organised, wanting to be more involved and made aware of how they can monitor and manage their own care. This can be realised through patient applications that utilise the Digital Health & Care Record, such as the Patient Portal.
- 2. Improving care coordination across settings** - having a Digital Health & Care Record across care settings will help care providers understand patients better and reduce the burden of data collection every time a patient interacts with a care provider. If the social care sector knows the activity of the Health sector they can coordinate efforts and make better joined up decision for their patients.
- 3. Supporting paperless working** - information transferred on paper is slow, creates an administrative burden and is more prone to unintended human error. Digitising the health and care record will make it easier and faster to record patient information, share this with the right providers and improve allocation of resources. It is also better for the environment and less prone to error.
- 4. Enabling more care close to home** - when key services know more about the patients they provide services for in advance of speaking with them, they can improve their decision making. Patients increasingly want care closer to home and the NDR can enable this by making information available more rapidly to the areas that require them.