



Frequently Asked Questions on the Key Information Summary (KIS)

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1. About the Key Information Summary

1.1 What is a Key Information Summary (KIS)?

The Key Information Summary is a summary of medical history and patient wishes taken from the GP electronic record. It will be available to clinicians working in NHS 24 and Out of Hours services if you need care when your GP surgery is closed.

With your permission, your Key Information Summary will include information on your:

- Medication
- Allergies and reactions to medicines
- Contact information
- Care plans
- Next of kin and carer details
- Wishes or special instructions
- Management plans if you have a long term condition (such as diabetes)
- Preferred place of care

The Key Information Summary will be sent from your GP Practice to a secure central store called the Emergency Care Summary (ECS) if you agree.

1.2 How is a Key Information Summary created?

The Key Information Summary is created using information on your GP's computer system. It is not a stand-alone or separate system.

1.3 What are the benefits of the Key Information Summary?

The Key Information Summary could be useful for you if you have

- Unusual conditions
- Complex or long-term conditions
- Mental health issues
- Complex care needs and special instructions for care

Benefits of the Key Information Summary include the following:

- The Key Information Summary information will be available quickly for NHS staff in Out of Hours and Accident & Emergency.
- The Key Information Summary will contain up-to-date patient information, which will save time for clinicians as they will no longer have to phone GP Practices to obtain critical information.
- Patients will be able to include wishes and special instructions
- Patients will be able to record their preferred place of care

1.4 Would I benefit from having a Key Information Summary?

You might benefit from having one if:

- You live with long term conditions, in particular if you take multiple medications and attend multiple specialist clinics
- You rely on a carer or family member for help at home
- You are likely to need care at the weekend or Out of Hours
- You might find it difficult to give details in an emergency (for example, people who have communication or memory problems, mental health issues or learning disabilities)
- You are a child with complex care plans

2. Special Note

2.1 What is a "Special Note", or "Special Patient Note"?

The "Special Note" or "Special Patient Note" on your Key Information Summary form refers to a message that the clinician can add in order to send important patient information for Out of Hours.

It is possible for a patient to have a Key Information Summary containing only a "Special Note" and nothing else, and it is not expected that any one patient will have all fields on the Key Information Summary form completed.

2.2 How will my information on Key Information Summary be kept up to date?

Your GP will be able to include an expiry date for your Key Information Summary record. The Key Information Summary contains alerts and reminders for the GP Practice, to ensure that your information is kept up to date.

Every item on your Key Information Summary form will have a date assigned to it. This date will be the date that the information was added.

2.3 Can I update my information on my Key Information Summary?

At the moment, only your GP practice can do this. You should tell your GP practice if any of your information changes – for example your name, address or phone number.

In the future, it may be possible for you or other health service staff to make changes to your Key Information Summary.

2.4 Does every field of my Key Information Summary form need to be filled in?

No. Not every section of your Key Information Summary form will be used. All sections will be blank, unless completed/entered by the GP. Only relevant information will be sent to your Key Information Summary record from the GP system, if agreed by you and your GP.

2.5 When will my Key Information Summary be created?

A Key Information Summary will only be created for you with your agreement. You and your GP will discuss your needs and instructions for future care. If you wish it, a carer, guardian or relative can be present to discuss these topics with your GP.

3. Formats and Printing

3.1 Can a Key Information Summary be printed off?

Yes. You can ask your GP for a printed copy. The print-out will only show fields that have been completed.

3.2 Can Practices charge for printing the Key Information Summary for patients?

No. Providing a print-out of your Key Information Summary is free of charge.

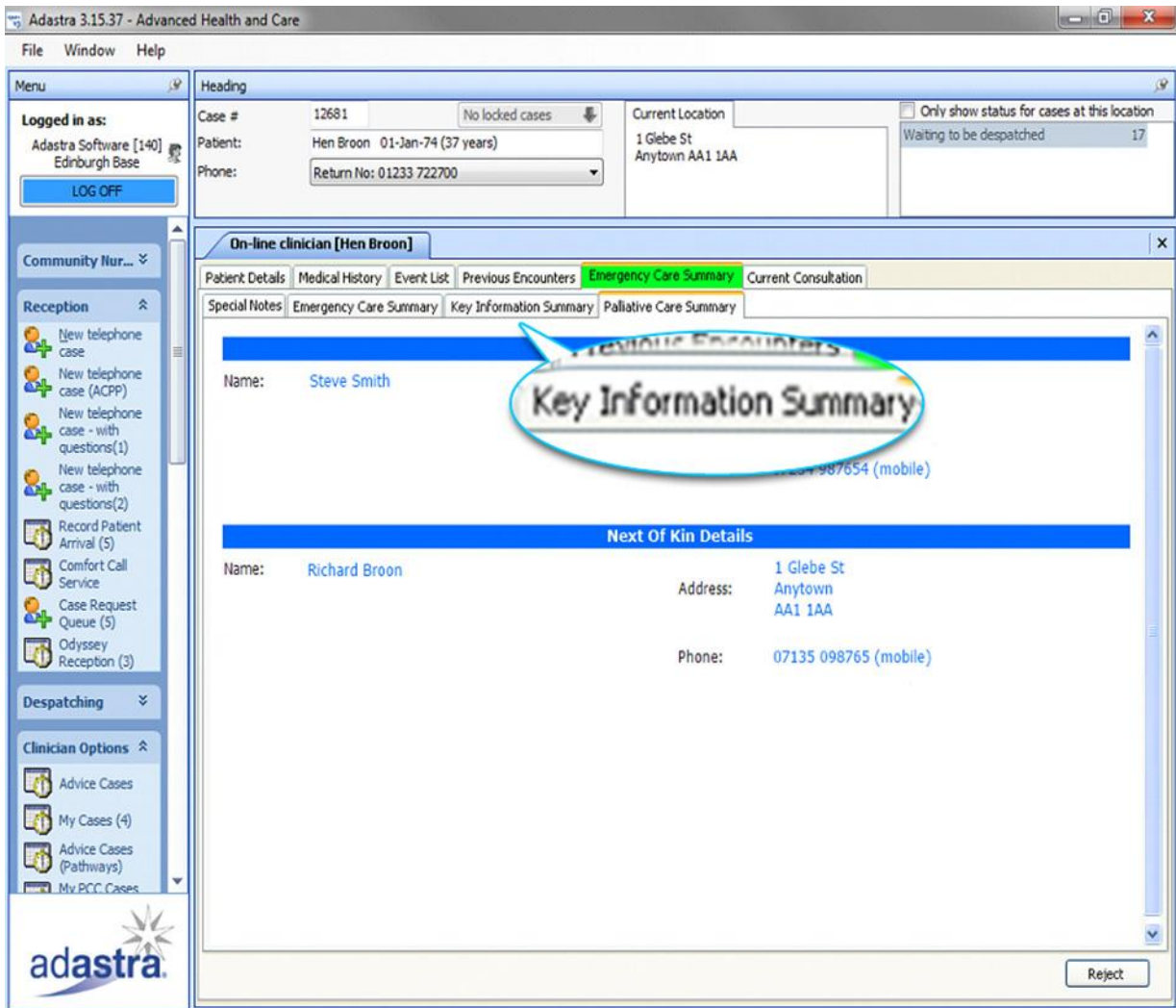
4. How the Key Information Summary Looks

4.1 What will my Key Information Summary look like?

Your Key Information Summary will be viewable in an easy-to-access user screen on the clinician's computer. Your Key Information Summary will only be viewed by clinicians or staff who are caring for you and who are allowed to do so.

Staff accessing your Key Information Summary will be able to get quick access to important information through different tabs. See screenshot on the following page:

Key Information Summary Frequently Asked Questions For Patients



5. Patient Agreement

5.1 How is my information on Key Information Summary shared?

By agreeing to have a Key Information Summary, you are agreeing that this information can be shared with clinicians who are providing care for you in hospital or Out of Hours.

5.2 Under what circumstances would my patient record not be sent to the Key Information Summary?

If you have opted out of Key Information Summary, a record will not be sent.

5.3 Are there portions of the Key Information Summary form that can be exported/downloaded without my Emergency Care Summary agreement?

Yes. The "special note" can be exported without your Emergency Care Summary agreement if the clinician decides that this information must be shared.

5.4 Can you give an example of an "exceptional case" where a Key Information Summary can be created for me if I am unable to give consent?

Your GP or Nurse will always ask for your consent before creating a Key Information Summary unless you are too ill or frail to give consent and your GP or nurse feels that it is important for your care. An exceptional case might be something like dementia or a mental health problem which made it difficult to be able to communicate with a clinician and there was no carer or next of kin available. Another exceptional case would be if there is not enough time to get consent but it is in your best interest for a Key Information Summary to be created.

5.5 Does my carer need to give consent for his/her contact information to be shared on a Key Information Summary?

Explicit carer consent such as a signed consent form is not required; however, as a courtesy, it is recommended that carers be notified by the GP practice when their contact information is entered on a Key Information Summary. A carer's details will automatically come from the GP practice system and your GP practice will have its own procedures to make sure that your carer's details are added with the agreement of your carer.

5.6 Can a Key Information Summary be created without my consent?

Your GP may decide to create a Key Information Summary without your consent only if it is clinically important and if you or a carer are unable to give consent for one of the following reasons:

1. If you are a frail adult
2. If you are a young person "at risk"
3. If there is a potential risk to yourself if the information is not available
4. If you could potentially be a risk to "others"

Your GP or Nurse will make a note in your patient record that he/she has done this and will include the reason why.

6. Obtaining a Key Information Summary

6.1 How do I obtain a Key Information Summary?

A GP will create a Key Information Summary for you if you need one and you agree. It will be the responsibility of the GP to explain to you how the Key Information Summary works, how it will be updated, and who will have access to it. If you are happy for your information to be shared with other NHS staff and agree, the GP can then set up the Key Information Summary for you. Your GP Practice will have Patient Leaflets about Key Information Summary.

6.2 Can I decide not to have a Key Information Summary?

Yes. The Key Information Summary is optional. The decision to have a Key Information Summary should be made in partnership between yourself and your GP, or your carer and GP, if appropriate.

6.3 How do I opt out of the Key Information Summary?

This doesn't apply in terms of the Key Information Summary because the Key Information Summary is optional to begin with. However, if a Key Information Summary has been created for you and you later wish to opt out, you can ask your GP Practice to delete your Key Information Summary record.

6.4 Will my ex-directory telephone number be included on my Key Information Summary form?

Yes. If the telephone number is included in the Practice Computer Systems record then it will be transmitted with the rest of your Key Information Summary data.

7. Access

7.1 How will my Key Information Summary be accessed?

Information on your Key Information Summary can be seen by clinicians in:

- Accident and Emergency departments
- Out of Hours Organisations
- NHS 24
- Scottish Ambulance Service
- Acute Receiving Units
- Hospices
- Hospital Pharmacists
- Mental Health Units
- Other Hospital Departments where you may be admitted or seen in a clinic.

7.2 In which situations would my Key Information Summary be accessed?

As with the Emergency Care Summary, your Key Information Summary would be accessed and used in emergency situations or if you required Out of Hours care when your GP Practice is closed. In addition, the information can be seen by Ambulance paramedics, hospital clinics and hospices.

7.3 Can GP Practices check to see if my Key Information Summary has been accessed?

Yes. The system allows for General Practitioners to check when information has been seen.

7.4 Can an Out of Hours Clinician or A&E staff update my patient details if necessary?

No. Changes can only be made by your GP Practice and any requests for changes to your patient record need to be notified to your Practice.

8. Timescales

8.1 What are the current timescales for the availability of the Key Information Summary where I live?

The Key Information Summary is currently in development, and testing is being carried out in 2013. It is expected that all practices in Scotland will have the Key Information Summary available for patients by the end of 2014.

9. Audit

9.1 How will my personal patient information be kept confidential with the Key Information Summary?

NHSScotland places a high level of importance on the management and security of sensitive personal patient information.

As with the Emergency Care Summary, the Key Information Summary will have appropriate checks in place to make sure that only those NHS staff who are authorised to access your patient records are allowed to do so. There is a thorough audit process in place to ensure this.

10. Information and Publicity

10.1 How will I be informed about the Key Information Summary?

A Patient Consultation Leaflet about Key Information Summary will be available for GP Practices to use and print out for their patients.

10.2 Where can I get further information about the Key Information Summary?

Information for patients about the Key Information Summary are already or will be available at the following sites:

NHS 24: <http://www.nhs24.com/Explained/MyInfoNHS24/WhatisKIS>

Health in My Language:

[http://www.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-\(kis\).aspx](http://www.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-(kis).aspx)

Health and Social Care Alliance Scotland (the ALLIANCE): <http://www.alliance-scotland.org.uk/>

SCIMP (Scottish Clinical Information Management in Practice): <http://www.scimp.scot.nhs.uk/>

A video of the Patient Leaflet in British Sign Language is available at the below link:

<http://www.commtacs.co.uk/nhs24/kis/draftclip.html>

Also, translations of the Key Information Summary Patient Leaflet into Mandarin Chinese, Polish and Scottish Gaelic are available here:

Chinese:

[http://ch.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-\(kis\).aspx](http://ch.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-(kis).aspx)

Polish:

[http://pl.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-\(kis\).aspx](http://pl.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-(kis).aspx)

Scottish Gaelic:

[http://sg.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-\(kis\).aspx](http://sg.healthinmylanguage.com/common-health-questions/nhs-services-and-treatments/what-is-a-key-information-summary-(kis).aspx)

An Easy Read version of the Leaflet will be available on the Health in My Language site in the near future.