



## Personal Profiles and Say It Once - FAQs

Personal Profiles have been developed with service users, carers and professionals to help people gather together their own information in one place. A Personal Profile is useful for a number of reasons:

- It helps individuals record their own information, preferences and wishes in one place - this can be really useful especially in case they need to use it for an emergency
- It helps carers to find out the choices and preferences of the person they care for.
- It saves time when talking to a number of different professionals as the information can be given to them much quicker and saves you repeating yourself over and over to different people
- It helps to get faster and more accurate treatment if you can give everyone the same information
- It saves time when completing benefits forms as a lot of the information can be recorded on the Personal Profile in advance

### What are the benefits of sharing information?

- Access to your personal and medical information could help the professionals working with you, particularly in an emergency. Having the correct information about you means that staff can make the most appropriate decisions about your care. A Personal Profile could help you record the information you may wish to share.
- Each individual should complete a personal profile as part of planning future care. It helps communication and gathers all the essential information about you in one place.
- So when a professional starts to ask you questions - you have the answers to hand and don't need to keep repeating yourself.
- This helps carers to gather information in one place about their cared-for person and to record information, on their own personal profile, about their own needs.

### Don't professionals already know and share my information?

No.

Although most of us assume our information is stored centrally, health and social care information is currently held in different places by different organisations. This includes:

- GP Surgeries
- Hospitals
- Social services
- Health community teams
- Department of Work and Pensions



## **What do I include in my Personal Profile?**

- You can record your basic details as well as information about your medication, people who support you or rely on you for support, emergency contact details and your preferences for future care.
- You can include as much or as little information as you wish - it is up to you to decide what to include.

## **What do I do after I've completed my Personal Profile?**

- Keep the completed form in a safe place ready to be used when needed.
- This could be a paper copy and/or a copy on your computer to update when necessary. It may be helpful to note where the paperwork is kept.
- You could use a 'Message in Bottle' for this purpose. If you have not heard about 'Message in a Bottle' please ask.
- The form doesn't need to be sent anywhere else.
- It is your decision about whether to allow others to use the information you've recorded.
- It may be useful to share the information with people you have named on the form, but that is your choice.

## **Who can see my information?**

- You can share your Personal Profile with the people you choose.
- This could mean giving the form to paramedics in an emergency or sharing it with health or social care professionals when they ask for your basic personal information.
- You could also choose to store it on the Hampshire Health Record (HHR) or give a copy to your own GP.
- You can request copies of the forms or the forms and guidance are available on the Say It Once website [www.sayitonce.info](http://www.sayitonce.info)

## **Why has the Say It Once website been developed?**

- The website provides a simple and easily accessible source of useful forms and information for individuals and professionals.
- It is designed to help you put together your own personal and medical information in one place
- The forms will help you to make sure the right information about you is at hand when and if you need to share it.

## **I have a long term health condition. How can the forms help me?**

- The website includes forms for people with long term health problems such as diabetes and heart failure.
- These forms let you record what's normal for you so that health and care professionals have the right information when they need it.



### **Are there different formats for recording information?**

- You can download the blank Personal Profile and other forms to complete in a number of different formats.

### **I don't have access to a computer – can I still complete the forms?**

- If you don't use a computer, and would like more information about what forms are available or request a copy of a personal profile please call 01794 519495.

### **Can I get help to understand the forms and the process?**

Yes.

- Carers Together provides support to understand the forms and to make a plan for you and the cared for person.
- You can find more information on their website or contact them to arrange to attend a session to help you.
- Please also see information about Clear Action Planning for Everyone.