

Your Health and Social Care Record

Issued by Information Governance

Introduction

This leaflet explains why we ask for your personal information (as Data Controller), how that information will be used, kept safe and your rights around your health and social care record, such as seeing your record.

The Community Services Business Unit of Northumbria Healthcare delivers community health services in North Tyneside and Northumberland and adult social care services in Northumberland.

Everyone working for Health and Social Care Services has a legal duty to keep information about you confidential.

Why is information recorded about me?

The professionals caring for you keep records about your care and treatment. They may be written (manual records), or held on a computer (electronic records). The records help ensure you receive the best possible care from us. If we do not have accurate up to date information, this may impact on the services that we provide to you. There may also be some legal requirements where it is necessary to hold information about you. Where we have not collected your information directly ourselves, this will be clearly documented and/ or stated to you. Information recorded about you can include:

- Basic details about you, such as address and next of kin;
- Details of contacts we have had with you, such as clinic visits;
- Notes and reports about your care and treatment, for example, change in medication or family circumstances;
- Details and records about your care and treatment, for example, advice given or referrals made
- Results of investigations;
- Relevant information from people who care for you and know you well, for example, social and healthcare professionals and relatives.

What is the information used for?

For your care:

Your records are used to help decide about the care you receive. They ensure that:

- The professionals involved have accurate and up-to-date information on your needs and future care requirements;
- Relevant information is available, should you need to see another care professional, or be referred to specialist NHS services;
- There is a good basis for assessing the quality of the care you receive;
- Your concerns can be properly investigated, should you need to complain.

Statistics and research:

Some of your personal information may be used for statistical reporting purposes. We are very careful to make sure that individual patients cannot be identified.

These reports may also be passed to organisations involved in health and social care research, for example universities. Occasionally an independent audit (check) will take place to make sure your information is being recorded and stored accurately and securely.

NHS Patient Survey Programme (NPSP):

Your Information may also be used in relation to the National NHS Patient Survey Programme, this may include passing on your contact information onto an approved contractor. The legal basis for using your information for this survey is that it is carried out in the public interest. You have the right to opt out of this. The programme produces anonymised reports to help make service improvements.

Patient Reported Outcome Measures (PROMS):

As part of our on-going commitment to our patients we may ask you to complete a PROMS questionnaire at different stages of your treatment, if you are eligible under the programme. The information you provide in these questionnaires will be used by healthcare professionals within Northumbria Healthcare NHS Foundation Trust that have been involved in your care. This is to monitor your health and the success of your treatment. From the information collected on these questionnaires, anonymised data will be used for the purposes of service improvement, planning and research. This is carried out as part of our public tasks in the public interest. Participation in PROMS is not compulsory. At any point you can inform us that you no longer wish to participate and we will no longer provide you with any questionnaires in the future.

On the rare occasions where it is essential to include information about you, in most instances we would seek your consent for this unless there is a legal obligation to share the information.

Other purposes may include:

- Improving services, i.e. patient satisfaction survey;
- Performance monitoring and analysis to help us assess the quality and standard of our healthcare services.
- Training purposes to ensure staff are adequately trained to carry out their role;
- Conducting an investigation in response to a complaint or police enquiry;
- Research purposes, i.e. health or scientific research (any published data will always be anonymous).

Information may be used for a number of lawful bases by Northumbria Healthcare NHS Foundation Trust. Which one, will depend on the individual circumstances. These include:

- Consent: You have given clear consent to use your personal data for specific purposes
- Legal obligation: the processing is necessary to comply with the law.
- Vital Interests: the processing is necessary to protect life.
- Public task: the processing is necessary to perform a task in the public interest or for our official functions and the task or function has a clear basis in law.

We are required by law to report certain information to appropriate authorities.
This is only provided after permission has been given by a qualified health/social care professional.

Occasions when information must be passed on include:

- Birth notification
- Where we encounter infectious diseases which may be a public health concern, for example, meningitis and measles (but not HIV/AIDS)
- Where a formal court order has been issued

With your agreement, your relatives, friends and carers can also be given information about you to keep them up-to-date regarding your care.

Anyone who receives information from us has a legal duty to keep it confidential.

Storage of personal information

All personal data held by Northumbria Healthcare NHS Foundation Trust is held for a time period in accordance with the Records Management Code of Practice for Health and Social Care 2016.

Sharing information with our partners

When other agencies are involved in your care, we may need to share details about you to help us to work together for your benefit. We make every effort to establish a written form of agreement/ contract in such cases to ensure that all information is kept secure and is not disclosed to any unauthorised individuals.

Information will only be shared with them if they have genuine need for it and where possible we will ask for your consent for this.

These could include:

- Other NHS organisations e.g. hospitals, GPs etc
- Local Authority Departments, including Social Services and Education
- Voluntary and other private sector care providers

Occasions when your information needs to be disclosed (given) include:

- Where the health and safety of others is at risk
- When the law requires us to pass on information under special circumstances
- When approved by the Secretary of State for Health

Additionally, we may need to share your NHS number with Clinical Commissioning Groups (CCG) including the North of England Commissioning Support Unit, who process requests on behalf of the CCGs that we work with, for the purpose of having funding approved for certain procedures. No other patient identifier is included other than your NHS number during this process. This information is processed under Article 6(e): performance of a public task/ official functions and; Article 9(h) provision of health or social care or treatment. Without sharing this information we may be unable to offer you certain procedures or treatment that you have been referred to us for.

If there is information you do not wish us to share, please advise one of your health or social care professionals involved in your care.

In addition, other organisations such as your GP may share your information with us. This information is only accessed if there is a legitimate reason to do so, such as in relation to your treatment/ an attendance in our Emergency department etc.

Private patients

In addition to the information provided throughout this notice, we may also process further information relating to any 'private patients' (not funded through the NHS) we treat. In addition to the legal basis we rely on for using NHS patient's information, we also process information for private patients which is 'necessary for the performance of a contract (provision of private healthcare purposes)'.

Additional information we hold in relation to private patients may include:

- Bank and financial details;
- Any relevant details relating to private healthcare insurance, such as your provider.

This information is processed to the same secure standards as your healthcare information outlined in this notice. Additionally however, we may also share some of your information with:

- Private insurers that are involved;
- PHIN (Private Healthcare Information Network) who are the government's recognized body for processing private patient's data.

Can I see my Health and Social Care record / your rights?

Under Data Protection laws, you have rights which allow you to find out what information is held about you, on computer and in certain manual records. This is known as "right of subject access", and applies to your health and social care records.

If you want to see or receive a copy of your records speak to a member of staff who will be able to help you. In certain circumstances access to your records may be limited, for example, if it is felt to be in your best interest or for the protection of others.

Under the law, you may also have additional rights in relation to your information. For example:

- You also have the right to request any decisions taken by automated decision making with regards to your information;
- The right to rectification of your information is found to be inaccurate (in line with NHS Guidelines);
- The right to restrict processing (where applicable);
- The right to data portability;
- You may have the right to erasure of your personal information held by us, in certain circumstances.
- You have the right to withdraw consent at any time, where consent has been given.

Children's Health & Social Records

All records relating to individuals under the age of 18 adhere to the same standards as those above as a minimum.

Further Information

If you would like to know more about how we use your information or if, for any reason you do not wish to have your information used in any of the ways described in this leaflet, please speak to the health or social care professionals concerned with your care. If you do not feel comfortable doing this you can also find out more by contacting the Information Governance Department or the Trusts designated Data Protection Officer using the below contact information. Further guidance about data protection can be obtained at www.ico.org.uk. You also have the right to lodge a complaint with the Information Commissioners Office.

Contact Information

<p>Information Governance team Information Governance Digital Services 3rd Floor Cobalt Business Exchange & Conference Centre Cobalt Park Way Newcastle upon Tyne NE28 9NZ</p> <p>0191 607 3601 or; igofficer@northumbria-healthcare.nhs.uk</p>	<p>Data Protection Officer Tracey Best Digital Services 3rd Floor Cobalt Business Exchange & Conference Centre Cobalt Park Way Newcastle upon Tyne NE28 9NZ</p> <p>Tracey.best@northumbria-healthcare.nhs.uk</p>
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