

Health and social care organisations across Barnsley are improving the way they work together to give you better care and support. By encouraging the sharing of information and resources we can remove the barriers to providing joined up, effective care. Schemes such as ***I Heart Barnsley*** and ***Barnsley Care Navigation and Telehealth Service*** are a result of this new integrated approach.

How we use your information to support your care

This privacy notice explains why we collect information about you, and how it may be used. It is Dove Valley Practice's duty as data controller to let you know this and to make you aware of your rights over your information.

The health and social care professionals who provide you with your care maintain records about your health social care needs, including your previous treatment and care. These records allow them to assess your needs, decide what help or treatment is right for you and provide you with the best possible care. Your records may also include the following information:

- Details about you, such as address, date of birth and next of kin
- Any contact that we have had with you, e.g. appointments, clinic visits, emergency appointments, etc.
- Notes reports and assessments about your health and social care needs
- Details about your treatment and care
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you

Different health and care professionals involved in your care may make their own notes, so you may have care records in different parts of the NHS and social care services.

We use a combination of working practices and technology to make sure that both your electronic and paper records are kept confidential and secure, this includes audit trails of who has accessed your records.

We may use your information to pay GPs; care providers, dentists or hospitals for the care you receive. We may also use it to make sure you receive quality care; to train and teach health and social care professionals; and for local auditing of NHS services and accounts.

We may also use your information to investigate incidents and complaints. If you are unhappy with your care, having a record of what has happened means your concerns can be properly investigated.

Sharing information to improve your care

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. This may include when you need to see another doctor, be referred to a specialist or other health and social care provider.

Health and Social care organisations across Barnsley are committed to working together to provide joined-up integrated care. To make sure this happens they may create joint records on your behalf or share your information to make sure they provide safe, effective care.

You may receive care from other organisations as well as the NHS and Social Services. We may need to share some information about you so we can all work together for your benefit. These partner organisations are listed in the section below called ***"Who are our partner organisations"***.

Ways we may communicate with you

We may need to contact you for a variety of reasons including to:

- Offer you a new appointment or alter an existing one
- Send you a reminder of an existing appointment
- Arrange for transport to be provided
- Ask your opinion of our services
- Tell you about other health and social care services (such as Flu Jabs)

Our standard way to contact you is by letter or telephone. We may also use automated telephone calls, emails, SMS text messaging and where appropriate, social media. If you do not wish to be contacted by any of these other methods please inform Dove Valley Practice.

Keeping your information private

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the GDPR, Data Protection Act 1998, Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security.

Every member of staff who works for an NHS organisation or Social Services has a legal obligation to keep information about you confidential. Anyone who receives information from an NHS organisation or Social Services has a legal duty to keep it confidential.

We will not share your information with third parties without your permission unless there are exceptional circumstances, such as when or the health and safety of you or others is at risk, or where or where the law requires information to be passed on.

Accessing Your Own Information

The GDPR allows you to access information that is held about you, and you are able to either view or receive copies of records held in electronic or paper format.

This is known as the "right of subject access". It applies to all your records held by us. If you want to review your records you should make a request to your care team, or where you are being or have been treated.

You are entitled to receive a copy of your information. In special circumstances your right to see some details in your health records may be limited, to protect you and others mentioned in your records from harm, and to maintain the confidentiality of others.

Blocking Information Sharing

At any time you have the right to object to / withdraw consent from sharing information. The possible consequences will be fully explained to you and could include problems and delays in identifying and providing the most appropriate care.

If you have any questions or concerns about the information we hold on you or the use of your information, please contact Dove Valley Practice.

Risk Stratification

Your anonymised information (i.e. with names, addresses etc. removed) from health and social care records is looked at by your local NHS CCG, alongside that of others patients, to identify groups of patients who would benefit from some extra help from their GP or care team. This is known as 'Risk Stratification'.

The aim is to prevent ill health and possible future hospital stays, rather than wait for you to become sick. Only the GP/ care team is able to see who needs this extra help and all processing of information is carried out under strict rules to make sure this is the case.

Who are our partner organisations?

Where it is in your interest to do so and to support your care, we may share your information with:

- NHS Trusts
- General Practitioners (GPs)
- Local Authorities (including Social Care and Education Services)
- Ambulance Trusts
- Clinical Commissioning Groups (CCGs)
- 'Data processors' working on behalf of the NHS and Local Authorities
- Private Sector Providers

When we are required to by law, or under limited circumstances subject to strict agreements on its use, we may share your information with the following organisations.

- Voluntary Sector Providers working on behalf of or with the NHS and Local Authorities
- Independent Contractors such as dentists, opticians, pharmacists
- Governmental Regulators
- Fire and Rescue Services
- Police Services

More Information on Sharing

Your anonymised information may also be used to help us:

- Look after the health of the wider public
- Audit NHS accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet service user and carer needs in the future
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standard
- Teach and train health and social care professionals
- Conduct health research and development

Where we use your information to gather statistics we will make sure that you cannot be identified from this information and that all individuals remain anonymous.

We may give anonymous statistical information to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where there is a request to use your personal confidential data, such as for research purposes this will only be approved after getting your consent.