

HOW WE USE YOUR PERSONAL INFORMATION

INFORMATION GOVERNANCE & DATA PROTECTION

Patient Information Leaflet

INTRODUCTION

This Leaflet explains why the NHS collects information about you and how it is used, your right to see your health records and how we keep your personal information confidential. Further information is available on the Trust website – www.stockport.nhs.uk

WHAT PERSONAL INFORMATION IS RECORDED

This information may be given to us directly by you, or by third parties involved in your direct care, such as information from your GP, NHS Trusts, Optician etc. or from other bodies such as schools and social services.

Your doctor, nurse or midwife and the team of health professionals caring for you keep records about your treatment and care both on paper and electronically.

These include, but are not limited to:

- Personal details such as name, address, date of birth, ethnicity and religion, NHS number and next of kin
- All contact details; including mobile, landline telephone number and email
- Contact we have with you e.g. hospital admissions, outpatient/clinic appointments and home visits
- Notes and reports by health and social care professionals about your health, GP details etc.
- Details and records about your treatment and care
- Results of x-rays, blood tests and any other tests
- Relevant information about people that care for you and know you well
- Relevant details about associated people e.g. children in your care, contact details of partners, carers, relatives etc

WHY WE COLLECT INFORMATION ABOUT YOU, HOW WE STORE AND MANAGE YOUR RECORDS

Your health records help to ensure you receive the best possible care. It is, therefore, important that you give accurate information to your care professional and inform them of any relevant changes.

We store and use your data under the legal framework governing the use of personal confidential data. It includes the NHS Act 2006, the Health and Social Care Act 2012, the Data Protection Act 2018, and the Human Rights Act 1998.

We will also manage your records with clear retention periods under the NHS Records Management Code of Practice for Health and Social Care. A copy of the code is available on the NHS Digital Website at www.digital.nhs.uk

WHAT IS OUR LEGAL BASIS FOR PROCESSING PERSONAL INFORMATION?

All of the personal information that we collect and use is handled in accordance with the Data Protection Act principles. These state that personal data processing must be:

1. Lawful and fair
2. Specified, explicit and legitimate
3. Adequate, relevant and not excessive
4. Accurate and kept up to date
5. Kept for no longer than is necessary
6. In a secure manner.

As an NHS Trust we have been authorised by the government to provide healthcare and must keep accurate records for this. Under GDPR our legal basis for processing patient information is: Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject,

Article 6(1) (e) the performance of a task carried out in the public interest or in the exercise of the controller's official authority, and,

Article 9(2) (h) the provision of health or social care or treatment or the management of health of social care systems and services.

Read more about the legislation, **Data Protection Act 2018**.

<http://www.legislation.gov.uk/>

HOW IS THE INFORMATION USED?

- To provide you with care and treatment, both now and in the future and to ensure your care is safe and effective
- To support you in managing your own care and in working with health and care professionals to support 'no decision about you without you'
- To look after the health of the general public, using statistical information
- To manage and plan the work of the NHS
- To help staff review the care they provide e.g. clinical audit
- To train and educate staff (you can choose whether or not to be involved personally).
- To investigate any complaints, legal claims or serious untoward incidents.
- To carry out research approved by the Health Research Authority
 - ⇒ You will always be asked for your consent to use your information and you will not be identified in any published results without your agreement
- To use in planning and research not approved by the Health Research Authority

To find out how your information may be used for research purposes, please visit the HRA website: www.hra.nhs.uk/information-about-patients

HOW WE PROTECT YOUR INFORMATION

Your personal information is safeguarded by The General Data Protection Regulation 2016 (GDPR) and Data Protection Act 2018. We manage it, use it, transfer and share it in accordance with the legislation and further information about how we use your information is available on the Trust website www.stockport.nhs.uk.

WHEN INFORMATION MAY BE SHARED

We will only ever share your information with other organisations in the following circumstances:

- When it is in your best interests for your care
- You have given your explicit consent
- We are required to do so by a court order or under an Act of Parliament
- In an emergency situation, where it is justifiable to do so
- We will not disclose any information that identifies you to anyone outside of your direct care team1 without your express permission

More Information Overleaf...

We will not disclose any information that identifies you to anyone outside of your direct care team¹ without your express permission, unless there are exceptional circumstances such as when there is serious risk of harm to yourself or others or where the law requires it.

¹ Direct care team is the term used to include clinical care, social care and public health activity relating to individuals. It also includes activity such as audit and management of untoward incidents where these are carried out by people who have a legitimate relationship for that person's care. The direct care team is made up of registered and regulated professionals with a duty of confidentiality and an obligation to use information both legally and effectively. They are answerable to regulatory bodies such as the General Medical Council, Nursing & Midwifery Council and Health & Care Professions Council. (*Caldicott Review, 2013, page 38*)

WHO WE MAY SHARE YOUR INFORMATION WITH:

Direct care organisations:

- Other NHS Trust
- General Practitioners
- Ambulance Service
- Social Care Services
- Care Homes & Hospices
- Matercall
- Stockport CCG (Viaduct Care)
- Ambulance Trusts
- Private Sector Providers working with the NHS

Non-care organisations:

You will be asked for your explicit consent for identifiable information to be shared with which will be subject to strict agreement about how it will be used, for example:

- Housing departments
- Education services
- Voluntary Sector Providers
- Sure start teams
- Police and Judicial Services
- Government departments
- Independent Contractors such as dentists, opticians, pharmacists
- Fire and Rescue Services

There may be circumstances where the reasons for disclosure are so important that they override the obligation of confidentiality e.g. to prevent someone from being seriously harmed. Disclosure may also be required by Court Order or under an Act of Parliament, i.e. there is a statutory or other legal basis for the disclosure. The advice of specialist staff e.g. Caldicott Guardian is also sought prior to making disclosures in the public interest or where a Court Order or statutory basis is provided as justification.

When sharing information, however the Trust will always follow information security guidelines, including where we are asked to transfer, or share, information abroad – both inside and outside of the European Union. Even where these requests come from patients, for example if the patient has emigrated, the Trust will ensure that these transfers are made in accordance with Data Protection Act 2018 and the EU General Data Protection Regulations 2016.

Following the UK's departure from the EU, GDPR as a European Regulation will continue to apply in UK law until the end of the transition period. After this period has ended, GDPR will form part of UK law under the European Union (Withdrawal) Act 2018 with some technical changes to make it work effectively in a UK context.

The Data Protection Act 2018 governs how we look after personal data and gives more control to individuals on how organisations process their information.

There is also further information on the Stockport Clinical Commissioning website
<http://www.stockportccg.nhs.uk/say-yes-sharing-your-data/>

STOCKPORT GP & COMMUNITY DATA SHARING

Stockport Clinical Commissioning Group, Local Medical Committee (LMC) and Stockport Foundation Trust (SFT) have worked together on an Information Sharing Agreement (ISA) which will replace current paper, fax and email processes for sharing patient data while providing the service.

This agreement enables GP Practices and Stockport NHS Foundation Trust clinicians and doctors to view patient clinical information, medications, allergies and treatments.

Patients would normally be asked at the point of care if their information can be shared and in some cases asked for consent for this to happen. But there may be situations where access to the shared information is necessary and justified to benefit patient care but the patient isn't able to be asked, this will always be done in a secure and carefully controlled way. The sharing of information will help health care professionals to improve patients' care.

If you don't want your information shared between your GP and clinicians working for Stockport NHS Foundation Trust then you should inform your GP Practice and or your clinician.

Further information available from:

<http://www.stockportccg.nhs.uk/practicehub/it/practices-sft-community-services-data-sharing/>

GREATER MANCHESTER CARE RECORD (GMCR)

The GM Care Record **allows workers in health or social care across Greater Manchester, easy access to patient information** that is critical to support decision-making about patient care and treatment.

It shares important information about your health and care including:

- Any current health or care issues
- Your medications
- Allergies you may have
- Results of any recent tests that you may have had
- Details on any plans created for your care or treatment
- Information on any social care or carer support you may receive

The GM Care Record pulls patient information from several important areas of health and care including:

- GP practices
- Community services
- Mental Health services

More Information Overleaf...

- Social Care
- Hospitals
- North West Ambulance service and other specialist services

For further information on the GM Care Record visit
<https://healthinnovationmanchester.com/thegmcarerecord/>

If you want to opt out of your data being shared in the GMCR contact your GP.

SUMMARY CARE RECORDS

Summary Care Record (SCR) is an electronic record of important patient information. If you are registered with a GP practice in England your SCR is created automatically from your GP record, unless you have opted out. They can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care.

This supports the NHS ethos that will ensure that we have the right information available to support the delivery of care and commissioning decisions.

You can talk to your practice about <https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr> to do with long term conditions, care preferences or specific communications needs.

For more information go to NHS Digital website <https://digital.nhs.uk/services/summary-care-records-scr>

NATIONAL DATA OPT-OUT

The national data opt-out is a service that allows patients to opt out of their confidential patient information being used for research and planning. It has strict rules about how your data can and cannot be used. You can now choose whether your confidential patient information is used for research and planning, and you can change your choice at any time.

If you would like to find out more about the **National Data Opt-out** or to make your choice visit nhs.uk/your-nhs-data-matters or call 0300 303 5678. [Please note that this is not applicable for direct care purposes.]

Further information and links about the National Data Opt-out can also be found on Stockport NHS Foundation website link: <http://www.stockport.nhs.uk>

NHS CARE RECORD GUARANTEE

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

Copies of the full document can be obtained from the Trust's website at: <http://www.stockport.nhs.uk> or <http://www.digital.nhs.uk>

CHILD PROTECTION – INFORMATION SHARING (CP-IS)

The Child Protection - Information Sharing (CP-IS) will improve the way that health and social care services work together across England to protect vulnerable children.

It will allow healthcare staff to see if a child attending unscheduled care services e.g. accident and emergency or a walk-in centre, has a child protection plan or looked after child status.

- What are the benefits of a national solution?
- Improved assessment of this group of potentially vulnerable children.
- Improved child protection decisions through access to better supporting information.
- Availability of child protection information for children from out of the area attending local health services.
- Improved, more focused communication between social care and health, when possible risks have been identified.
- Improved intervention to prevent the on-going abuse or neglect of a child.
- Time saved by health and local authority teams no longer having to produce lists or enter information manually.

Further information is available at <https://digital.nhs.uk/services/child-protection-information-sharing-project>

HOW YOU CAN ACCESS YOUR HEALTH RECORD

The Data Protection Act 2018 gives you a right to access the information we hold about you on our records and any requests for information held by the Trust must be made in writing to the Medico-Legal Department of the Trust. For further details, or to request an application form contact Patient & Customer Services Department on 0161 419 5678 Monday to Friday, 9.00am to 12.30pm and 1.00pm to 4.00pm or use the email PCS@stockport.nhs.uk

If you consider that any part of the information held in your record is inaccurate, you can apply to have this corrected. If we agree that the information is incorrect, the alteration will be made. If we are not satisfied that the information is incorrect, a note will be made of the information you consider to be inaccurate. You will be given a copy of either the correction or the note.

WHAT ELSE?

You can have a say in how the NHS uses information about you. If you do not wish personal data to be used or shared in the way that is described in this leaflet or on the Trust website (www.stockport.nhs.uk), please discuss the matter with us by emailing information.governance@stockport.nhs.uk

OUTPATIENT CLINIC REMINDERS AND DIGITAL LETTERS

The Trust has a number of patients who fail to attend their Outpatient/Clinic appointment. This impacts on the Trust from a financial point of view and stops other patients from being seen. To avoid this, your contact details may be used to remind you about your appointment either by SMS/text or interactive voice reminder or digital letters. Patients will be able to respond to the text to confirm, cancel or rebook their appointment. We are using the services of an approved third party to provide this service for us.

The system used for outpatient appointment reminders may also be used to send patients a digital copy of their appointment letters via SMS/Text message. This SMS/Text will include a unique 4-digit PIN and secure link to the appointment letter. The appointment letter will be the exactly the same as a paper copy and will include all of the information you need including the appointment date and time. The digital letter may also include other information patients need for their appointment e.g. pre-assessment instructions, and useful hospital information. If patients do receive reminders and letters via their mobile we encourage patients to read all of the information received.

More Information Overleaf...

We may also contact you by SMS/Text to request feedback on the service received and on your care and treatment, for example under the 'Friends & Family' initiative. This is voluntary and patients can choose not to feedback.

If patients don't have a mobile phone, or their number isn't registered with the hospital, a paper appointment letter will still be sent in the post. Patients who do not wish to receive a text reminder or prefer to receive a postal appointment letter will be able to opt out of the service by texting STOP in reply to a text. Alternatively, if your appointment is on the main hospital site and you wish to opt out of the service prior to receiving a text please ring the Central Booking Team on 0161 419 4010 (Mon- Fri 8am-6pm) or the Patient & Customer Services Department by using the telephone number in the footer of this leaflet. For Community Services please contact the service you are being seen by and they will be happy to help.

PATIENT VIDEO CONSULTATION

The Trust has set up a platform to provide patient appointment/consultations via video link. The same platform is being successfully used in 18 NHS trusts in England as part of an on-going pilot run by the National Improvement team in NHS England and NHS Improvement.

If you have internet connection, privacy and an appropriate device you may be asked whether your appointment/consultation can be held in this way, you will then be notified and given the appropriate detail.

COMMUNICATING BY E-MAIL

Occasionally patients request that the Trust contacts them (or their representative) by e-mail and this can be for a variety of reasons. The Trust is able to communicate by e-mail using an encryption method and patients will be asked to use this method.

Unencrypted E-mail is not the Trust preferred solution for corresponding because we cannot guarantee the security of the information. However, if a patient requests this method; is made aware of the security implications; is happy to formally consent to this method of communicating, when all necessary identity checks have taken place, then the Trust will correspond via e-mail.

CLOSED CIRCUIT TELEVISION

The Trust uses surveillance equipment in the form of Closed Circuit Television (CCTV) and is the 'data controller' for all CCTV systems operating on its premises, and as such has a responsibility to establish workplace practices & procedures which are in accordance to The Data Protection Act 2018 & ICO CCTV Code of Practice (2017).

The use of Closed Circuit Television (CCTV) is viewed by Stockport NHS Foundation Trust as a key element in promoting Security and Safety.

The images may be used to support:

- Personal safety and reduce the fear of crime
- Support the Police and the data may be used in court as evidence.
- Protect the Trust buildings and other assets.
- Protect members of the public, patients, staff and private property.

NOTIFICATION

The Data Protection Act 2018 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. The details and further information (such as postal address) are publicly available from the Information Commissioner's office at <https://ico.org.uk>

WHO IS THE DATA CONTROLLER?

The Data Controller, responsible for keeping your information confidential is:

Stockport NHS Foundation Trust
Stepping Hill Hospital
Poplar Grove
Stockport
Cheshire
SK2 7JE

Telephone: 0161 483 1010

Website: www.stockport.nhs.uk

FREEDOM OF INFORMATION ACT

If you want any information about the organisation, which is not personal data, please write to us or email **FOI@Stockport.nhs.uk**

CONTACT US

If you have any queries or need further information, please don't hesitate to contact the Information Governance team:

Data Protection Officer
Information Governance Department
1st Floor, Cedar House
Stepping Hill Hospital
Poplar Gove
Stockport. SK2 7JE

Tel: 0161 483 1010 (*Ask for Information Governance*)

Information.Governance@stockport.nhs.uk

COMMUNICATION AND LANGUAGE SUPPORT

Our aim is for all of our patients and their carers to have a positive experience when using our services. To support this Stockport NHS Foundation Trust is implementing the Accessible Information Standard which aims to make sure that disabled people who are our patients, service users and their carers and parents have access to information that they can understand and any communication support they need.

For further information visit Stockport NHS Foundation Trust website:

<https://www.stockport.nhs.uk/homepage> "Accessing Your Personal Information"

Or contact Patient and Customer Services:

- **Post:** Patient and Customer Services, Poplar Suite, Stepping Hill Hospital, Stockport, SK2 7JE
- **Telephone:** 0161 419 5678
- **Email:** PCS@stockport.nhs.uk

For more information/guidance around the standard, you can visit the NHS England website <https://www.england.nhs.uk/ourwork/accessibleinfo/>



Grazed knee.
Sore throat.
Cough.
Stock your
medicine cabinet.

Self-care



Unwell?
Unsure?
GP surgery closed?
Need help?

NHS 111



Diarrhoea.
Runny nose.
Painful cough.
Headache.

Pharmacy



Vomiting.
Ear pain.
Stomach ache.
Back ache.

GP surgery



Choking.
Chest pain.
Blacking out.
Blood loss.

Stepping Hill Hospital
A&E or 999
Emergencies only

If you require the leaflet in large print, another language,
an audio tape or braille, Please contact:

Patient and Customer Services

Tel: 0161 419 5678 **Email:** PCS@stockport.nhs.uk

PIL No	GEN10113	Pub Date	July 2022	Rev Date	July 2024
--------	----------	----------	-----------	----------	-----------