



Supplementary Privacy Notice on EcoSystems Platform/Notts Care Record for Patients

Date of Privacy Notice updated: 27th September 2023

‘You and Your Information’:

Confidentiality affects everyone. Nottingham CityCare Partnership (CityCare) have a legal basis to gather, store and process large amounts of information on a daily basis. This includes medical records, personal records and computerised information for the purposes of preventive or occupational medicine; medical diagnosis; or if the process is necessary for the performance of a task carried out in the public interest. This information is used by many people throughout the course of their daily work.

Our duty to protect information and confidentiality is taken very seriously. CityCare is committed to taking all reasonable measures to ensure the confidentiality and the security of all information for which we are responsible, whether computerised or on paper. This includes regular staff training on the legal obligations they have to maintain confidentiality and security of information at all times.

We have appointed a Senior Information Risk Owner who is accountable for the management of all information assets and any associated risks and incidents, and a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality.

We take staff training extremely seriously. This is to ensure that nobody will access or use your information without a relevant reason, and to stop accidental loss, damage and destruction of any of your medical, personal and electronic records.

Why do we collect information about you?

To make sure you get the best care, the team of health and care staff caring for you keep records about your health and any care or treatment you may receive from the NHS and Social Care. These records help to make sure that you receive the best possible care. These may be written down in your paper records or held on a computer. They may include:

- Basic details about you such as name, address, date of birth, next of kin, etc.
- Contact we have had with you such as appointments or clinic visits,
- Notes and reports about your health, treatment and care,
- Results of x-rays, scans and laboratory tests,
- Relevant information from people who care for you and know you well such as health professionals and relatives.

Always check that your details are correct when you visit us and please tell us of any changes as soon as possible.

How your personal information is used.

Your records are used to manage and deliver the care you receive to make sure that:

- The doctors, nurses and other healthcare members of staff involved in your care have correct and up to date information, to look at your health and decide on the right care for you,
- Health and care staff have the information they need to be able to look at and improve the quality and type of care you receive,

- Your concerns and worries can be properly investigated if a complaint is raised,
- The right information is available if you see another doctor, or are referred to a specialist or another part of the NHS and Social Care.

Who do we share personal information with?

Everyone working within the NHS and Social Care (within your local authority/council) has a legal duty to keep information confidential. Similarly, anyone who receives information from us has a legal duty concerning your confidentiality. The partner organisations with which we share information are:

- Other NHS Trusts and hospitals that are involved in your care,
- General Practitioners (GPs),
- Ambulance Services,
- NHS111
- Adults' and children's social care services.

You may be receiving care from other sectors as well as the NHS. Therefore we may need to share information to other agencies about you, so we can all work together for your benefit. We will only do this if they have a legitimate need, or we have your permission. These agencies include:

- Community Pharmacies
- Care Homes
- Hospices
- Social Care Services.
- Education Services.
- Local Authorities.
- Voluntary and private sector providers working with the NHS.
- General Medical Council

The Notts Care Record is sub-processed by Interweave: <https://www.interweavedigital.com/>

We will not provide your information to any other third parties without your permission unless there are exceptional circumstances, such as, if the health and safety of you and others is at risk or if the law requires us to pass on information.

Nottingham and Nottinghamshire EcoSystems Platform and Notts Care Record

The Nottingham and Nottinghamshire Ecosystems Platform and Notts Care Record is a shared system that allows healthcare staff within the Nottingham and Nottinghamshire health and social care community to appropriately access the most up-to-date and correct information about patients involved in their care, to deliver the best possible care.

If you would like any further information, or would like to discuss this further, please contact us using the details provided below.

Disclosure of Information

You have the right to object to how and with whom we share the information that is within your records that could identify you. This will be noted within your records so that all staff involved with your care and treatment are aware of your decision. By choosing this option, it may mean that the delivery of your care or treatment is more difficult. You can also change your mind at any time about your decision.

How you can access your records.

The Data Protection legislation gives you a right to access the information we hold about you in our records. We will provide your information that you are entitled to within a calendar month once you have provided:

- adequate supporting information to enable us to verify your identity and locate your records,
- An indication of what information you are requesting, to enable us to locate it in an efficient manner.

CityCare is only the data controller for their data within the Notts Care Record. If you wish to access the data that other organisations have put in it then you will need to contact their Information Governance team and request it.

You as an individual have the right to have erased any records that have been inaccurately added to your medical records, personal records or other computerised system. If you think any information is inaccurate or incorrect, please contact us using the details below.

Ultimately, if you are unhappy with the way we have handled your information you have the right to make a complaint to us or to the Information Commissioner's Office (the ICO).

Retention

The retention period for medical records once you have been discharged from care is eight years. Once this period is up your records will then be destroyed within the guidelines set out by the Data Protection legislation. There are some exemptions to this, such as maternity and child's records; these will be kept for 25 years.

Data Controller

The Data Controller responsible for keeping your information confidential is:

Nottingham CityCare Partnership CiC
Aspect House
Aspect Business Park
Bennerley Rd
Nottingham
NG6 8WR

Telephone: General Enquiries: 0800 5612121 (9am-5pm, Mon-Fri only)

The Data Protection Officer can be contacted: <https://www.nottinghamcitycare.nhs.uk/contact-us>

Freedom of Information

The Freedom of information Act 2000 provides any person with the right to obtain information held by us subject to exemptions.

However, CityCare is a social enterprise, not a public authority, and is therefore not subject to the Freedom of Information Act (2000). We do want to be transparent about our activity and obligations, so if further detail is required, please contact ncp.customercare@nhs.net with a copy to your main CityCare contact, as we will need to work with them to provide you with a response. We may need to forward your request to partner organisations if they are better placed to answer your questions and will contact you to discuss if this is necessary.

Nottingham CityCare Partnership CIC is registered as a company limited by guarantee. Company Registration Number: 07548602

Notification

The Data Protection Legislation requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. These details are publicly available from:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: 08456 306060

Website: www.ico.gov.uk

CityCare reserves the right to update this privacy notice at any time. Patients are advised to refer to the CityCare website at <https://www.nottinghamcitycare.nhs.uk/about-us/public-policies-and-statement/you-and-your-information> for the latest version.