

Leeds Care Record Privacy Notice

Leeds Care Record

Leeds Care Record is a secure virtual health and social care record used only by health and care organisations providing direct patient care. A list of these organisations with access is listed on the Leeds Care Record website and is available to view via the following link: <https://www.leedscarerecord.org/about/participating-organisations/>

Leeds Care Record pulls key information about you from the different health and social care records and displays it in one combined record. This enables clinical and care staff involved in your direct care to find all the key information for your care in one place, helping them provide the best care to you as a patient or service user. To do this, it is essential that clinical and care staff have access to the most up-to-date information including alerts.

Information we record about you in Leeds Care Record across NHS organisations and other partners like Leeds City Council

When you contact us as a patient / service user, we collect information about you and keep records about the care and services we provide. If you contact us for any other reason we may also record information about you. All partner organisations listed are registered with the Information Commissioner's Office to process your personal data in accordance with the current Data Protection Act 2018 and any subsequent revisions. The data protection notifications for all participating organisations can be found on the Information Commissioner's web site at www.ico.gov.uk

This guidance explains the types of information that is recorded about you, why this is necessary and the ways in which this information may be used:

Why we collect information about you?

- How your personal information is used?
- Who we share personal information with?
- How do you know your records will be kept confidential?
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- Leeds Care Record's current provider
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Why we collect information about you

The doctors, nurses and team of care staff caring for you keep records about your health and any treatment and care you receive from the NHS, Social and other care providers. These records help to ensure that you receive the best possible care.

These records 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 staff and relatives /carers;
- alerts and/or notifications for example high risk medicines.

It is essential that your details are accurate and up to date. Always check that your personal details are correct and please inform us of any changes as soon as possible.

How your personal information is used

Your records are used to direct, manage and deliver the care you receive to ensure that:

- The doctors, nurses and other care staff involved in your care have accurate and up to date information to assess your health, helping to inform the most appropriate care with you;
- Care staff have the information they need to be able to assess and improve the quality and type of care you receive;
- Appropriate information is available if you see other care professionals e.g. doctor or specialist in another part of the NHS, Social Care or another care provider.

Who we share personal information with

Leeds Care Record allows your information to be shared with the following main partner organisations:

- GP practices (currently registered with NHS Leeds)
- NHS Leeds Clinical Commissioning Group;
- Other NHS Trusts and hospitals that are involved in your care;
- Other NHS bodies;
- Yorkshire Ambulance Service
- Adult or children's social care services;
- Hospices in Leeds.

The Yorkshire & Humber Care Record is being rolled out across the Yorkshire, Humber, Coast and Vale area with the aim of improving care for people who use NHS and social care services. This means that additional health and social care organisations who are involved directly in your care may also have access to the Leeds Care Record overtime.

To view a list of these participating organisations, visit:

<https://www.leedscarerecord.org/about/participating-organisations/>

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

How do you know your records will be kept confidential?

Confidentiality affects everyone. All organisations have appointed a Senior Information Risk Owner that sits at Board level for their organisation and who is accountable for the management of all information assets and any associated risks and incidents. As well as a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality. Your records are kept for as long as necessary in accordance with your care. The retention schedules are aligned to the best practice outlined by NHS Digital. This information can be found in a document called “Records Management Code of Practice for Health and Social Care 2016” and can be found on the following link - <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>

Everyone working within the NHS has a legal Common Law Duty of Confidentiality to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

Each organisation and its employees that use the Leeds Care Record have to adhere to the following information security measures:

- annual staff training
- robust policy and procedure e.g. password protection
- technical security measures to prevent unauthorized access
- role-based access and smartcard use to ensure appropriate an authorized access

All the organisations which contribute data to Leeds Care Record collect, store and use large amounts of personal data every day, such as medical and care records. This data may be used by many people who are directly involved in your care. All organisations take the duty to protect your personal information and confidentiality very seriously and are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which they are responsible. The Leeds Care Record system has been built in such a way as to ensure its use can be audited at any time. This allows confidentiality to be monitored where necessary.

Your rights

In accordance with Data Protection legislation, you have the right to object to your data being shared via the Leeds Care Record. However, if clinical and care staff involved in your care require access information in order to provide safe care to you then they are legally allowed to do so.

Leeds Care Record's Current Provider

The Leeds Teaching Hospitals NHS Trust is the current provider of the Leeds Care Record. In turn, Leeds Teaching Hospitals NHS Trust may use certain technology suppliers to deliver this service. In line with the Leeds Teaching Hospitals NHS Trust privacy notice, safeguards are in place to ensure that all information is handled safely and securely.

Data control and processing

The information which you give to an organisation remains their responsibility to control.

If you think any information is inaccurate or incorrect within the Leeds Care Record then please let us know by contacting the Data Processor at Leeds Teaching Hospitals NHS Trust at the address below. We will advise you which organisation generated the information so that you can make contact with them to have this corrected.

The Data Processor is responsible for keeping your information confidential for Leeds Care Record is:

Leeds Teaching Hospitals NHS Trust
St James University Hospital
Trust Headquarters
Beckett Street
Leeds
LS9 7TF
Telephone: 0113 243 3144
ICO Registration Number: Z5388468

Accessing your information

Data Protection legislation gives you a right to access the information held about you by organisations that are providing your care. You can access this information as follows:-

For each NHS organisation, please write to the Access to Health Records Department of the organisation that has generated the information. (the list of participating organisations can be found at the beginning of this document or on the website:
www.leedscarerecord.org.)

For Leeds City Council please write to the IG department at dpfoi@leeds.gov.uk or post to:
Corporate Information Governance
2nd Floor West Civic Hall Leeds
LS1 1JF

For General Practice please contact your own GP surgery for guidance.

The organisation will provide your information to you within one month (or two months if the request is substantive) following receipt of:

- Adequate information (for example full name, address, date of birth, NHS number, etc.) so that your identity can be verified and your records located.
- An indication of what information you are requesting to enable the organisation to locate this in an efficient manner.

How information sharing is regulated

Data Protection legislation requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. The details are publicly available from the:
Information Commissioner's Office Wycliffe House
Water Lane Wilmslow SK9 5AF

Telephone: 0303 123 1113 (If you're calling from outside the UK, you may not be able to use our 03 number, so please call +44 1625 545 745)

Website: www.ico.gov.uk