

The Data Protection Act 1998 and the Caldicott Principles

The Data Protection and Caldicott Principles translate into **key rules for all staff to follow:**

- ◆ Patients and staff should be fully informed about how their information may be used.
- ◆ There are strict conditions under which personal data may be disclosed.
- ◆ In particular, certain disclosures are not permitted without the express consent of the individual.
- ◆ Individuals have the right to see what information is held about them, and to have any errors corrected
- ◆ Personal information should be anonymised wherever and whenever possible.
- ◆ Legitimate use, disclosure or sharing of personal data does not constitute a breach of confidentiality.
- ◆ Sharing of personal data between organisations can take place with appropriate safe- guards.
- ◆ Sometimes a judgement has to be made about the balance between the duty of confidence and disclosure in the public interest. Any such disclosure must be justified.
- ◆ Personal data must be kept secure and confidential at all times.



Subject Access Requests

Under the Data Protection Act 1998 (DPA), living patients or 'Data Subjects' have a right (which may be subject to the payment of a fee.) to:

- ◆ Be informed whether personal data is being processed (which includes being held or stored.)
- ◆ A description of the personal data held, the purposes for which it is processed and to whom the personal data may be disclosed.
- ◆ A copy of the information constituting the personal data (subject to certain exceptions and conditions.)

You are able to request access to your information under the DPA; your request will be dealt with as quickly as possible but always within 40 calendar days.

If an individual requires information regarding a deceased person, the individual will need to request access to the information under the Access to Health Records Act 1990.

If you wish to contact us, please do so using the details below:

West Suffolk
Clinical Commissioning Group
St Andrew's Castle
33 St Andrew's Street South
Bury St Edmunds
Suffolk
IP33 3PH

Tel: 01284 774794



NHS
West Suffolk
Clinical Commissioning Group

Your Personal Information

All you need to know about
your rights and our
responsibilities

Why we need your information and our responsibilities to keep it secure

Why we collect information about you

One of our aims as a Clinical Commissioning Group (CCG) is to commission healthcare services that meet people's needs and expectations. We need to ensure that the healthcare services are of high quality, are sustainable and that resources are used in the most efficient way. We sometimes use patient and public information to help us do this. This leaflet tells you why and how we use your personal information and how we keep it safe and secure.

What does the information include?

The information we use may include:

- ◆ Basic details about you, such as name, address, date of birth, NHS Number
- ◆ Categories of treatment you have received
- ◆ The healthcare setting where you received treatment.

Who do we share with?

Subject to strict agreements describing how it will be used, we may need to share your information with:

Local councils (Public Health)
NHS England
NHS Trusts
General Practitioners
Ambulance Services
Voluntary Sector Providers

How your records are used

We may need to use your records to:

- ◆ Assess the needs of the general population
- ◆ Ensure services meet demand and patient needs in the future
- ◆ Review the quality of care provided by all healthcare services including hospitals, GP surgeries and community services
- ◆ Help us design better quality, more cost effective services across East Suffolk
- ◆ Prepare statistics on the performance of services and local health organisations
- ◆ Investigate complaints, legal claims, or adverse incidents
- ◆ For research purposes (with your consent).

How we hold and process your information

The systems we use are:

Suffolk Data Warehouse:

The Suffolk Data Warehouse is based on the foundations provided by the Sollis system. This system allows the CCG's to view a variety of secondary care data to inform the commissioning and invoice validation processes.

The Secondary Uses Service (SUS): This supports the NHS in the delivery of healthcare services. We use SUS data for reports on performance and costs of treatment. It can also help us improve or redesign healthcare services.

How we keep your information confidential

Everyone working in or for the NHS **must** use personal data in a secure and confidential way. Staff who have access to information about individuals (whether patients, staff or others) need to use it effectively, whilst maintaining appropriate levels of confidentiality.

We will only ever use or pass on your information if others involved in your care have a genuine need for it (e.g. social care). We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as where laws require information to be passed on.

Anyone who receives information from us is also under a legal obligation to keep it confidential. We are required by law to report certain information to the necessary authorities.

Occasions when we must pass on information include:

- ◆ Certain notifiable diseases
- ◆ Where a Court Order has been issued.