

Fair Processing: Patient Information

Fulford Nursing Home (FNH) processes information about you in order to provide health care services, and in doing so has to comply with the requirements of the General Data Protection Regulation.

This means that data held about you must only be used for specific purposes as defined by law.

This Fair Processing Notice has been created to inform you about the types of information held about you, why that information is held about you, and to whom that information may be shared.

Why we collect information about you:

Your care team and other health and care professionals caring for you, keep records about your health and any treatment and care you receive from FH and the NHS.

These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- Basic information about you, such as name, address, date of birth, NHS number and next of kin details,
- Notes and reports about your health and any treatment and care you need,
- Details and records about the treatment and care you receive,
- Relevant information from other health and social care professionals, local authorities, voluntary organisations and relatives.

How your personal information is used:

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

- The care team and other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you,
- The care team and other healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive,
- Your concerns can be properly investigated if a complaint is raised,
- Appropriate information is available if you see another member of the care team, or are referred to a specialist or the NHS.

How your records are used to help FNH:

Your information will also be used to help us manage FNH and protect the health of the public by being used to:

- Review the care we provide to ensure it is of the highest standard and quality.
- Ensure our services can meet service user needs in the future.
- Investigate service users' queries, complaints and legal claims.
- Prepare statistics on FNH's performance.
- Audit FNH's accounts and services.
- Helping to train and educate healthcare professionals.

How we keep your records confidential and secure:

Everyone working for FNH has a legal duty to keep information about you confidential and secure.

You may be receiving care from other organisations as well as FNH e.g. NHS, social services and the voluntary sector. We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. When we pass on any information we will ensure it is kept confidential and secure.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- Notification of births and deaths,
- Where we encounter infectious diseases which may endanger the safety of others
- Where a formal court order has been issued,
- Benefits Agency cases.

Who do we share your information with?

Everyone working within FNH has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

We will share information with the following main partner organisations:

- Hospitals that are involved in your care,
- Clinical Commissioning Groups and other NHS bodies,
- General Practitioners (GPs),
- Ambulance trusts.

You may be receiving care from other service providers as well FNH for example the NHS and social care services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it as part of your care or we have your permission. Therefore, we may also share your information with:

- National Health Service
- Social care services
- Local authorities
- Voluntary and private sector providers working with the NHS.

Retention Periods

We follow FNH policies and guidance in regards to the retention periods of data and information that we hold.

If you have any questions in regards to your information and how it is used, please contact the Elizabeth Hancock, Business Manager and Data Controller and Processor lead.

fulfordnursing@gmail.com

If your issues cannot be resolved by FNH in regards to your query, and you are still not happy with our response, please see FNH complaints policy and the ICO details (Information Commissioners Office) below:

ICO (Information Commissioners Office)

Call their helpline on 0303 123 1113 (local rate – calls to this number cost the same as calls to 01 or 02 numbers).

Or see the ICO website - <https://ico.org.uk>