

## **Wigan Borough** **Fair Processing Notice**

### **1. Who we are**

1.1. The Wigan Borough Integrated Care Partners (Tier 1) is made up of the following organisations.

- NHS Wigan Borough CCG
- Wigan Council
- Wrightington Wigan and Leigh NHS Foundation Trust
- Bridgewater Community Healthcare NHS Foundation Trust
- 5 Boroughs Partnership NHS Foundation Trust
- 65 General Practices across Ashton, Leigh and Wigan

1.2. Wigan Borough Integrated Care Partners has been developed to improve the quality and effectiveness of services to our local population of 320,000. To facilitate this, the members of the Wigan Borough Integrated Care Partners have identified the need to develop and implement a robust information sharing ethos that will ensure that we have the right information available to support the delivery of care and commissioning decisions.

### **2. What we record**

2.1. The team of health & social care professionals caring for you keep records about your treatment, care and services provided to you both on paper and electronically.

2.2. This includes:

- Personal details such as name, address, date of birth, ethnicity and religion, NHS number and next of kin.
- Contact we have with you e.g. hospital admissions, outpatients/clinic appointments and home visits.
- Notes and reports by health and social care professionals about your health.
- Details and records about your treatment and care.
- Results of x-rays, laboratory tests, and any other tests.
- Housing Information/Care Homes
- Relevant information about people that care for you and know you well.
- Basic details about associated people e.g. children, partners, carers, relatives etc.

### **3. How is the information used?**

3.1. Information is used for the following purposes:

- To provide you with care/treatment and care plans, both now and in the future, ensuring that appropriate information is available to all those who treat you medically and care for you professionally.
- To ensure your care is safe and effective.
- To support you in managing your own care and work with health and social care professionals to ensure there is 'No decision made about you without your involvement'.
- To manage and plan the NHS and Council Services.
- To train and educate staff (you can choose whether or not to be involved personally).
- To carry out research approved by the local research and ethics committee. (If anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part. You will not be identified in any published results without your prior agreement.)
- Investigate any complaints or legal claims.

### **4. How we protect your information**

4.1. Each of the Wigan Borough Integrated Care Partner organisations has a responsibility under the Data Protection Act 1998 to protect every patient's personal information. Your records will be protected in the same way. Only health and social care professionals involved in your care are allowed to look at your record. You will be asked for permission to view your record each time you come into contact with a health and social care professional and only the parts that are relevant to that particular treatment will be visible.

4.2. Every time a record is accessed the identity of the reader is recorded. You can request details of all the people who have accessed your record. Staff can be asked to give a reason why they have viewed your record and the organisations disciplinary policy will be applied if appropriate.

### **5. Managing the Data**

5.1. We need to be able to move electronic information from system to system, extracting data, processing and modifying it for the next system. Occasionally, tests will need to be made on the data to check that it has been transferred correctly. This will only be done under carefully controlled conditions.

## **6. When information may be shared and who with**

- 6.1. We will only ever share your information if it is in the best interest for your care. We will not disclose any information that identifies you to anyone outside your direct care team<sup>1</sup> 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.

## **7. Accessing your information**

- 7.1. You have the right of access to your own records as defined in the Data Protection Act 1998 which, with some exceptions, entitles individuals to a copy of information held about them.
- 7.2. To apply for access to your records, you should contact the organisation responsible for delivering your care or service. It will help us if you can state which hospital(s) / services you attended and the approximate dates and type of treatment for which you want to see the record.
- 7.3. You must apply in writing, giving your name, address, date of birth and, if you have it, your NHS number (if applicable). Say that you are applying for access to your records, please allow up to 40 days for processing applications.
- 7.4. For providing copies of your medical records, or x-ray films you will be charged a fee.

## **8. Keeping information up to date**

- 8.1. 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 is inaccurate. You will be given a copy of either the correction or the note.

## **9. Mobile Phone Number**

- 9.1. We record mobile telephone numbers to enable us to contact you if an appointment has to be rearranged. Some services also provide a text / voice

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<sup>1</sup> Direct care 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 and Midwifery Council and Health and Care Professions Council. Caldicott Review 2013 page 38

reminder service so that you can be reminded of your appointment. If you prefer not to be contacted in this way, please tell us so we can remove your number from the system.

## **10. What else?**

- 10.1. 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 with in the way that is described in this leaflet, please discuss the matter with us. You have the right to request that your confidential information is not used beyond your own care and treatment and to have your confidential your objections considered, and where your wishes cannot be followed, to be told the reasons including the legal basis<sup>2</sup>.
- 10.2. If you agree, you can expect your relatives and friends to be kept up to date with the progress of your treatment.

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<sup>2</sup> NHS Constitution for England section 3a (26 March 2013)