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**HOW WE USE YOUR INFORMATION**

**Introduction**

This tells you how Urgent Care 24 (UC24) process information about you in accordance with the Data Protection Act 1998, it is called a fair processing notice and explains:

* Why we collect information about you
* How your records are used
* Circumstances where we may need to share information about you and
* Your rights Your Personal Information

We need to collect and record information about you in both paper and electronic formats in order to provide the right kind of services to meet your needs. This information may include:

* Details about you including date of birth, contact details and next of kin
* Your previous contact with the services we provide
* Information to do with your medical history, treatments, care and investigation results
* Relevant opinions from health care professionals who provide care for you

**Our Duty**

* We have a duty to maintain full and accurate records of the care we provide to you
* Keep records about you confidential; secure and accurate and
* Provide details of the information we hold about you in a format that is accessible on request (for example in large type if you are partially sighted)

**How do we use this information?**

We use the information we collect:

* Primarily to provide you high quality care that is safe and effective, taking into consideration you as an individual and ensuring care is relevant to you
* To provide full information should you need to see another healthcare professional or need referral to a specialist or another health or social care organisation providing NHS care and support
* As the basis for assessing quality of care provided and to help us focus on continuous quality improvement
* To ensure that we can properly investigate any concerns raised in the event of you needing to make a complaint to us

**Some of your information may also be used to help UC24 and the NHS to:**

* Understand and support care for the health of the general public
* Ensure payment for care providers
* Audit processes and practice
* Investigate complaints, or untoward incidents
* Plan service delivery in the future
* Support teaching and training
* Support Quality improvement

**Circumstances in Which We Might Need to Share Information About You**

If you have used one of our Out of Hours Primary Care service, we will share the consultation information with your GP on the first working day following your episode of care.

As health care professionals we may also need to share your information with other professionals involved in planning or providing care to you, including:

* Diagnostic services to provide analysis and reporting of investigations undertaken as part of your care,
* Administrative teams to facilitate planning and current contact with the services that the Trust provide,
* Quality improvement teams looking to evaluate and improve care quality,
* Where we are legally obliged to report information to other organisations such as notifiable infectious diseases (eg measles), births and deaths,
* Commissioners of services or other providers of health and social care, for example:
* NHS providers
* NHS bodies responsible for arranging and paying for (“commissioning”) healthcare services
* Social care providers
* Voluntary sector providers who will be providing care to you

**Protection of Your Information**

All NHS services, in line with the Data Protection Act and relevant NHS guidance, are bound to a strict code of confidentiality.

Any information shared therefore is in line with this strict code of confidence.

UC24 has in place a Caldicott Guardian, a role mandated by the NHS, who is responsible for protecting confidentiality of patient and service information and support appropriate data sharing.

UC24 is also registered with the Information Commissioners Office, registration reference number: Z9410058.

**Your Rights**

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998, the NHS Constitution and the NHS care record guarantee.

You have the right to withhold permission for use of personal information about you with another organisation. If you do withhold permission this may affect the provision of services to you by that organisation or by us.

You have the right to know what information we hold about you and how this information is processed. You can request a copy of your record in permanent form by contacting:

UC24 Governance Team, Urgent Care 24, Roy Castle Foundation Building, 2-4 Enterprise Way, Liverpool L13 1FB.