

Technology Integrated Health Management (TIHM) Monitoring Service

Data Information sheet

What and why do we collect information about you?

The TIHM Monitoring Service has been introduced to increase support for people diagnosed with dementia or mild cognitive impairment and their carers during the Covid-19 pandemic. It is also supporting people who are over the age of 65 and who have been diagnosed with anxiety and/or depression.

The TIHM Monitoring Service aims to reassure people about their health at this difficult time and identify signs of ill-health so that prompt advice and support can be given. We want to reduce people's need for hospital admission, visits to A&E, and contact with other people during the pandemic to help them stay safe.

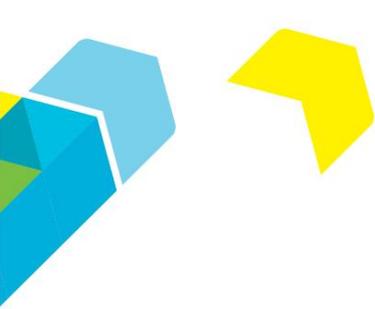
Devices provided will measure people's daily routine, temperature, pulse and blood oxygen saturation as key indicators. Specifically gathering objective markers of wellbeing along with subjective reports on an ongoing basis will result in alerts to our TIHM Monitoring Team where significant changes are identified.

Where a change is detected, the Monitoring Team, which is supported by clinicians, will contact the individual by phone or video link to further assess the situation with history of the last few weeks available as comparison. The Monitoring Team will follow a clinical protocol developed by clinicians to identify those with probable Covid-19 and importantly increase support for those who are able to stay at home. Those with severe and deteriorating symptoms will be referred into the 111 system.

What devices will I receive and how they will be used?

The following is a list of the digital remote monitoring devices you will receive:

- Interactive clinical devices that will monitor body temperature, blood oxygen saturation and pulse



- Motion sensors placed in the home that measure movement so that significant changes can be identified. If movement were to significantly drop, for example, this may indicate a person has become unwell.
- Door sensor on the front or back door of the home. This can help to identify if someone has left or entered the home and if regular patterns of movement have changed
- A smart plug attached to the most frequently used electrical item in the kitchen to identify if a person is following normal patterns of behaviour for eating and drinking
- A tablet enabling a person to record and see their readings, interact with the Monitoring Team and regularly answer a very short questionnaire about their health and wellbeing

How long will I use the devices for?

The TIHM Monitoring Service will be initially be offered until March 2021 when it will be reviewed

Do I have to receive the Service?

No. It is entirely up to you as to whether you would like to receive the Service. It is an addition to your usual care which will not be affected by receiving the TIHM Monitoring Service

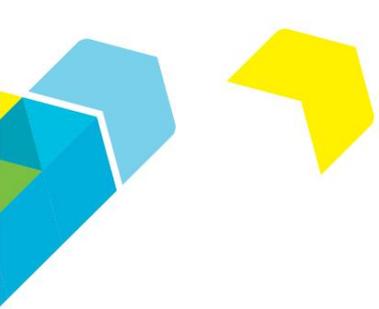
If, at any time, you decide not to receive the Service your decision will in no way compromise your rights and the standard of care you will receive.

You do not have to receive this Service. If you do decide to have the Service, you can **stop** at any time and do not have to provide a reason.

Can I change my mind?

Yes. You are free to withdraw at any time without giving us a reason. If you choose to withdraw, this will not affect your care in any way.

You can stop taking part at any time without giving a reason.



What will happen to the information I give?

We will use the information you give us to monitor your wellbeing during the Covid-19 pandemic. For this reason, we may ask your doctor to provide us with selected sections from your health records. This will help us identify any health-related concerns in a timely manner

What do you do with my personal information?

Your contact details (name, address, telephone number, date of birth, NHS number, and other similar information) will be used by members of the Monitoring Team at SABP to stay in contact with you.

If one of the devices you have in your home alerts us to a symptom or situation that may be a cause for concern, we will use your personal information to contact you.

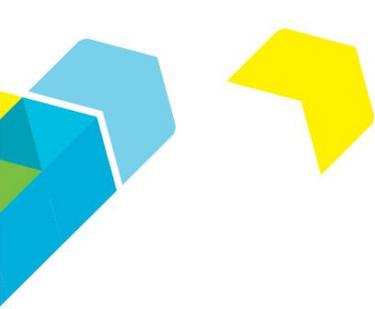
The Monitoring Team at SABP will use your personal information to stay in contact with you.

Who can see my personal information and the data you collect from me?

The Monitoring Team at SABP and members of the Technical Team at Howz will have access to your personal information to enable us to offer customer support.

The information collected by the devices in your home is monitored on a digital dashboard by the Monitoring Team, who are responsible for remotely monitoring your health and wellbeing. The Technical Team is responsible for maintaining the dashboard and will also therefore be able to see this information.

Your personal information and data will be seen by members of the Monitoring and Technical Teams.



How do I know my privacy will be protected?

Your personal information and data will be kept confidential and stored securely. All personal information shared with Howz is stored on secure NHS approved servers. We only share your information through a secure transmission system within the internet. Data collected electronically, such as through the devices in your home, will be stored in secure access-controlled computer databases that can only be accessed by members of the Technical Team.

Digital data will be stored on access-controlled computer databases.

What is in my records?

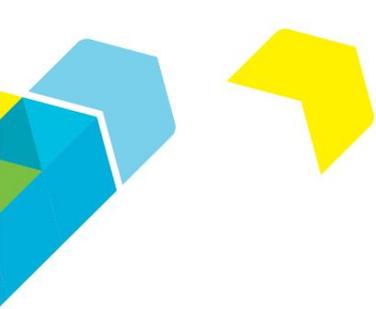
Data collected by the TIHM remote monitoring devices, your personal information (e.g. contact details, date of birth, NHS number, GP contact) and selected sections from your health and social care records provided to the Monitoring Team by your GP.

What is the legal basis for processing my data?

Surrey and Borders Partnership NHS Foundation Trust is an official authority with a public interest to undertake services under the guidance of the Department of Health and Data Protection Law. They are providing this service as part of the provision of care to you. They are based in the UK and will act as the data controller.

How long will you keep my records?

We will retain your information as part of your overall health record at our Trust in accordance with the NHS Records Management Code of Practice (See our Records Management Policy for more information).



Withdrawing Consent

You can remove access for those you share data with at any time by contacting the Monitoring Team.

What are my rights about the data you hold on me?

Under current data protection legislation, you have rights regarding your data/information:

- The right to object against the use of TIHM Monitoring Service devices
- The right to be informed
- The right of access
- The right to rectification
- The right to restrict processing

To safeguard your rights, we will use the minimum personally identifiable information possible.

Need further details on how we use the information we keep about you?

If you need further detail about how we use the information we keep about you, please ask a member of the TIHM Monitoring Team.

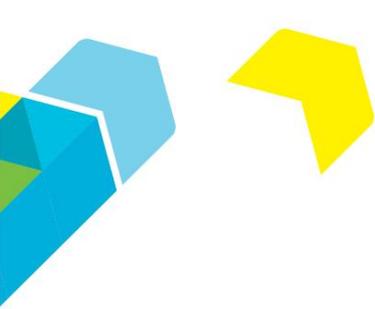
Alternatively, you can contact Surrey and Borders Partnership NHS Foundation Trust's Data Protection Officer at: dpo@sabp.nhs.uk. If you are not satisfied with the outcome, you can write to:

The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Telephone: 0303 123 1113: Website: www.ico.gov.uk

What if I have some more questions?

Please contact the Monitoring Team on 0800 448 0786



What if I am unhappy or wish to make a complaint?

If you remain unhappy and wish to complain formally, you can contact:

PALS and Complaints Manager

18 Mole Business Park
Leatherhead
Surrey KT22 7AD

Tel: 01372 216-202/203/204

Email: rx.palsandcomplaintssabp@nhs.net

Details can be obtained from <http://www.sabp.nhs.uk/contact/PALS>

In the event that something does go wrong and you are harmed while receiving the TIHM Monitoring Service and this is due to someone's carelessness, then you may have grounds for a legal action and compensation against Surrey and Borders NHS Foundation Trust (SABP) but you may have to pay your legal costs. NHS indemnity applies.

Alternatively, you can contact Surrey and Border Partnership NHS Foundation Trust's Data Protection Officer at: dpo@sabp.nhs.uk. You can also write to:

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Thank you for reading this information sheet