

Privacy Notice for A&E services provided by acute hospitals in Surrey and North East Hampshire.

1. Why we collect information about you?

The acute hospitals in Surrey and North East Hampshire and Surrey and Borders Partnership NHS Foundation Trust are participating in a collaborative quality improvement project to improve services for people with mental health needs who present to Accident and Emergency (A&E). You have been selected to be part of this project and as part of this we will develop a joint care plan with you.

2. What information are we capturing?

Below are some of the data that you will share with your consent:

Patient demographic and identifying details including: <ul style="list-style-type: none"> • NHS number • Patient name • Patient address • Date of Birth • Gender
Relevant health and social care records for the individual professional meetings <ul style="list-style-type: none"> • Mental health problems • Current and past issues
Your joint care plan developed by the multi-disciplinary teams

3. How are we doing this?

We will seek your consent before we share your information with the multi-agency disciplinary teams and for the development of the joint care plan.

The joint care plan will be stored on a secure information system hosted by South East Coast Ambulance Service, and local systems of the relevant individual organisations. All local systems have adequate security measures and each organisation have attained adequate information governance assurance.

We will view and use your information in accordance with the principles of the [Data Protection Act 1998 and its Data Protection legislation](#), and the [NHS Caldicott Principles](#). Your information will only be shared with those who have a legitimate need to see it.

Only the minimum amount of information necessary to provide appropriate care and support will be shared.

4. Who can access your information?

The following are some of the potential organisations that we would share your information with. It will depend on your care and support requirements.

- Emergency Departments at acute hospitals in Surrey and NE Hampshire
 - Ashford And St. Peter's Hospitals NHS Foundation Trust,
 - Royal Surrey County Hospital NHS Foundation Trust,
 - Frimley Health NHS Foundation Trust,
 - Epsom and St Helier University Hospitals NHS Trust,
 - Surrey and Sussex Healthcare NHS Trust)
- Surrey and Borders Partnership NHS Foundations Trust

(Potential Teams – Acute Liaison Mental Health, I-Access, Home Treatment Team, Crisis House, Community Mental Health Recovery Services, Children & Young People Services, Safe Havens, Mind Matters)

- South East Coast Ambulance Service
- Your GP
- Surrey County Council (Social Services)
- Hampshire County Council (Social Services)
- CSH Surrey – Community Health
- Surrey Police
- Hampshire Police
- Housing Associations – e.g. Roseberry Housing Association
- Catalyst (working with people who are dealing with issues stemming from drug and alcohol misuse and mental health)

5. How long we will keep your information for?

We will not keep your information longer than is necessary, in line with Records Management Code of Practice for Health and Social Care 2016

<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016> .

6. What does this mean for you?

The sharing of your records with partnership organisations will ensure you receive the best possible care. We will only share your information with the organisations that are relevant and that will benefit you. We will ask to provide consent for the sharing of information. The relevant organisations that we would like to share will be listed on the consent form that you receive.

If you do not wish to share your information with the relevant organisations, then you have the right to request for us not to do this. Please contact and discuss this with your care coordinator.

The joint care plan can be provided to you. If you would like to receive all your health records and other information about you, then you need to contact the individual organisations in line with their own 'Request for Personal Information' policies.

7. Our Obligations

We have a duty to:

- Maintain full and accurate records of the care and support we provide to you.
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted).

8. Contacts

You can contact your care coordinator if you have any other concerns about the sharing of your health record.

If you are still 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