

## Privacy Notice for People who Use Services and Carers

To make sure you receive the best possible support and care, records are kept about your health and social care needs and any information and advice, support or services we provide. These can be kept both electronically and on paper. This information will be used to manage the care and support you receive from Hull's Adult Social Care Service.

We may also need to use information about you to: -

- review the care and support we provide to ensure it is of the highest standard and quality
- assessing your financial eligibility for services
- Compare key personal information, i.e. Names, DOB, Address, NHS Number to ensure that we keep your information up to date and relevant with Health Care Agencies and other key council services such as Housing, Finance and Legal departments
- protect the health of the general public
- manage the council's services and ensure services can meet future needs
- investigate queries, complaints and legal claims
- ensure the council receives payment for the care and support you receive
- prepare statistics on council performance
- audit council activities and services.
- undertake social care and health research and development
- help to train and educate social care and healthcare professionals
- safeguard vulnerable adults and children

We will share information to provide health and social care professionals directly involved in your care access to the most up-to-date information about you. We will do this by sharing appropriate information between health and social care services at the time of patient contact. Access to information is strictly controlled, based on the role of the professional.

The use of joined up information across health and social care brings many benefits. One specific example where this will be the case is the discharge of patients into social care. Delays in discharge (commonly known as bed blocking) can occur because details of social care involvement are not readily available to the staff on the hospital ward. The hospital does not know who to contact to discuss the ongoing care of a patient. The linking of social care and health information via the NHS number will help hospital staff quickly identify if social care support is already in place and who the most appropriate contact is which is usually our hospital social care team. Ongoing care can be planned earlier in the process, because hospital staff will know who to talk to.

The addition of the NHS number to social care data will bring additional benefits:

- better coordinated and safer care across health and social care enabled through the sharing of real-time information
- better coordination of discharges from hospital into social care, as explained above
- more time to spend on planning and coordinating social care because health staff can identify and involve social care staff earlier in the process
- earlier intervention to maximise the opportunities for active recovery services leading to greater independence for patients
- less paperwork and more efficient use of social care resources.

Everyone working within the health and social care service has a legal duty to keep information about you confidential.

Where we need to gain your consent to share information we will do so but this will not always be covered by the consent you provide to receive a service, support or treatment.

We will not share information with other agencies unless: -

- we are carrying out a specific task in the public interest or carrying out tasks as a public authority as laid down by law
- we have good reason to believe that failing to share the information will put you or someone else at risk of serious harm or abuse
- it is necessary to prevent, detect, investigate or punish a serious crime.

Accurate information is vital to providing support and care. If any of your details have changed, please inform the social care department.

You have the right of access to information we hold about you. If you want to see your records please speak to a member of staff involved in your care and support.

In addition to the right to limit the use of your data, you also have a right to object to the use of your data for certain actions. This is most likely when we use your NHS number or your data for Research and Development. This will not stop you from receiving care, but will result in the benefits outlined above not being realised. To help you decide, we will discuss with you how this may affect our ability to provide you with care, and any other options you have.

If you would like to know more about how we use your information or if you wish to opt-out from the use of your data for NHS Research and Development, please talk with a member of staff involved in your care and support

If you do not wish to have your information used in any of the ways described in this leaflet, please raise with a member of staff involved in your care and support, wherever possible we will try to comply with your wishes. Your care and support will not be affected if you wish to do this.

Further details of how Hull City Council processes personal information can be found on our website – <http://www.hull.gov.uk/help/general-privacy-notice>

## **The Yorkshire and Humber care record**

The Yorkshire and Humber Care Record is a shared system that allows health and care staff within the Yorkshire and Humber Health and Social Care community to appropriately access the most up-to-date and correct information about patients, to deliver the best possible care.

The Yorkshire and Humber Care Record guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

If you would like any further information, or would like to discuss this further, please contact us using the details provided below.

### **Yorkshire and Humber Care Record - Information Governance Lead**

Leeds Teaching Hospitals NHS Trust  
St James University Hospital  
Lincoln Wing/Chancellor Wing Link Corridor  
Beckett Street  
Leeds  
LS9 7TF

Telephone: 0113 2064102

## **National Data Opt-Out**

The National Data Opt-Out is a service that enables the public to register to opt out of their confidential patient information being shared/used for purposes beyond their individual care and treatment, such as for improving health, care and services or in research to find a cure for serious illnesses.

We comply with this policy and ask service users if they allow their confidential patient information to be used for research and planning. Further information about this can be found here;

[www.england.nhs.uk/contact-us/privacy-notice/how-the-nhs-and-care-services-use-your-information-the-national-opt-out/](http://www.england.nhs.uk/contact-us/privacy-notice/how-the-nhs-and-care-services-use-your-information-the-national-opt-out/)

You can change your mind at any point throughout receiving services for your care and support by speaking to your social care worker or email [information@hullcc.gov.uk](mailto:information@hullcc.gov.uk)

If you have any further enquiries, please contact Richard Cumbers Assistant City Manager and Caldecott Guardian, Warehouse 8, Guild Hall Road, HU1 1H.

Please speak to your social care worker if you would like this leaflet in Braille, LARGE PRINT, audio or another language.