

## INFORMATION ABOUT PEOPLE WHO USE SERVICES AND THE PUBLIC

### HOW WE MAY ACCESS AND USE YOUR PERSONAL AND MEDICAL RECORDS

Our client providers may require us to access sensitive information through the course of providing front line support – including personal and medical records.

For example, we may be required to supply clients with locum staff (replacement staff in the instance of staff shortages) and they will be exposed to care planning, consent, cooperating with other providers, and management of medicines.

If you do not want us to look at your personal information if providing locum services, you can tell your care provider. They can mark your records to show that you do not want us to see them, but this may result in a delay to accessing services or certain other requests, such as medical enquiries.

If we know that you don't want us to look at your information as part of our locum services, we will respect your wishes, other than in rare circumstances which are explained in our Code of Practice on Confidential Personal Information.

### OTHER INFORMATION WE RECEIVE FROM CARE SERVICES

Providers and managers of care services seeking our support will tell us about certain events and incidents, including where they have received allegations of abuse, or where someone using the service is seriously injured. Care services also provide us with statistics including the number of complaints they have received.

This information will usually be anonymous, but we may ask for more information subject to our client's requirements or mobilisation brief.

We sometimes look at records containing personal data, such as records relating to the handling of complaints. We only do this with the consent of our client providers and all the usual confidentiality disclaimers are completed.

We receive information from people who use our client providers, their families, friends and carers. For example, we ask people to share their experiences of care with us. We also talk to people during on-site activity and receive letters, emails, telephone calls, comment cards and survey responses in which people tell us about care. These often contain personal data.

### DATA AND STATISTICS

We receive data about organisations' quality of care from NHS Digital, the trusted national provider of high-quality information, data and IT systems for health and social care.

We use these sources of data that contain personal information:

- Community health data.
- Emergency care data.
- Maternity data.
- Mental health data.
- Hospital episode data.
- Office of National Statistics (ONS).
- Recent CQC report data.

Find more information about what we hold and how we use these sources on the NHS Digital registers of approved data releases.

Some of this information is unique to a person (for example, local patient identifier), while postcode cannot uniquely identify a person, but all data is stored and processed with the same robust security applied to identifiable data.

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