



Spectrum Community Health CIC

Privacy notice for community services

Our contact details

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Why we collect data

Spectrum Community Health CIC provides healthcare services on behalf of the NHS and local authorities. To do this we must keep records about you, your health and the care we have provided or plan to provide.

This privacy notice explains how we use any personal information that we collect about you when you use our services and what your rights are.

What information do we collect about you?

As part of our service, we have to register you onto our patient records system. At this point it is your choice to share any existing information about you that may be held by other healthcare services, such as your GP records. If you do not wish to share your information, please make this clear when we register you.

The information we hold about you is either computerised (an Electronic Patient Record) or a paper record. Your record may include:

- Basic details about you, name, address, date of birth
- Contact we have had with you
- Notes and reports about your health, treatment and care
- Results of laboratory tests and referrals
- Relevant information from those who have provided your care

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us and please inform us of any changes to your contact details.

How will we use information about you?

Your information is used by the people who look after you so they can give you the best possible care and treatment, at the right time. We may also use records about you to:

- Check the quality of care provided
- Protect the health of the general public

We do use your information for other purposes outside of your care; however in most cases your information is changed so that you cannot be identified. This information helps us to:

- review the care we provide to ensure it is of the highest standard and quality
- investigate patient queries, complaints and legal claims
- ensure our services can meet your needs in the future
- complete audits
- help train and educate healthcare professionals
- undertake health research (only with your consent following implementation of the national data opt out)
- prepare performance data

National data opt out

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. You can change your mind about your choice at any time.

Who do we share your information with?

In certain situations, we may share your information with other organisations involved in your care or where we have to by law. These organisations may include:

- Your GP
- Other NHS Trusts or organisations involved in your care
- Other professionals that are involved in your care
- Social Care Services / Local Authorities

Where information sharing is required with third parties, we will not disclose any health information without your explicit consent unless:

- a court order has been served on us
- we need to assist the police in the prevention and detection of crime
- there is a need to protect children and vulnerable adults
- we have special permission for health and research purposes (granted by the Health Research Authority)
- There is a risk to the health and safety of others, for example to report an infectious disease such as meningitis or measles
- the law requires it, or to carry out a statutory function

SystemOne

SystemOne is a shared patient record system that allows health care professionals working for Spectrum Community Health CIC to access the most up-to-date and accurate information about you. We need access to this information so that we can deliver the best possible care.

Your consent

You have the right to say how and with whom we share your personal healthcare information. This must be noted explicitly within your records so that all healthcare professionals and staff treating and involved with you are aware of your decision. If you choose not to share your information, it may make the provision of treatment or care more difficult.

Please discuss any concerns with the healthcare professionals treating you so that you are aware of any potential impact. You can also change your mind at any time – please contact us to let us know.

Keeping your information safe

We take our duty to protect your personal information and confidentiality very seriously and take all reasonable steps to keep your information safe. This includes making sure security is in place

and managing who can access the information. Any paper records are securely stored in locked cabinets and locked rooms with restricted access.

How long we'll keep your information

We'll keep your information for as long as you receive our healthcare services. After your care ends we will need to store your data for a period of time. This is in case you return to our services, request information about yourself or information is requested by third parties in line with investigations. All your personal information is kept in line with Spectrum's Record Management Policy and patient records are destroyed in accordance with the Health and Social Care Records Management Code of Practice, which sets out the length of time each type of NHS record is kept for.

SMS text messaging

When you attend an appointment you may be asked to confirm that your details and mobile number are correct. This is because we provide appointment details and reminders via SMS text messages.

CCTV

At some of our sites, please be aware that there is CCTV in operation monitoring our entrances and waiting's areas. A sign is displayed where it is used.

Subject access requests

You have a number of rights relating to your information. When accessing information about yourself, you have a right:

- to be informed about what personal information we hold about you
- to access this information
- to receive confirmation that your information is being processed
- to know who your information has been shared with
- to know how long we will store your data
- to ask us to update incomplete or inaccurate details
- to be forgotten (and erase your personal information if there is no valid reason why we need to keep it. The rules are different for medical records)
- to restrict your information being processed

- to object to your information being used
- to data portability (so that your information can be transferred from one electronic system to another if that is possible)

A subject access request should be made in writing and is usually free of charge. To make a request, please use the [get in touch form](#) on our website, selecting subject access request from the drop down menu.

Spectrum Community Health CIC has 30 days to respond to your request. You will need to provide identification documentation, so we can locate your records and confirm your identity.

Although requests are a free of charge, Spectrum has a right to withhold information if we have a justified reason. We can also make charges if we feel requests have become repetitive.

Raising a concern

If you have a concern about your care, or about the way your records have been managed please contact us via the [get in touch form](#) on our website, selecting complaints from the drop down menu.

If you have any concerns about how we handle your information, you have a right to complain to the Information Commissioners Office. Visit www.ico.org.uk or call the ICO helpline on 0303 123 1113.

Legal basis for the processing of your data

The UK General Data Protection Regulation (UK GDPR) requires Spectrum Community Health CIC to have a legal basis to process information about you. We process:

Personal Data – referred to under GDPR 6(1)(e): “Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Spectrum (data controller)”

Sensitive personal data (health records) – referred to under GDPR 9(2)(h): “Necessary for the reasons of preventative or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services”

Data controller

Spectrum Community Health CIC is the data controller responsible for keeping your information confidential for the following of our community services:

Wakefield Sexual Health Services

Barnsley Sexual Health Services

Wigan & Leigh Sexual Health Services

Spectrum Community Health CIC is the data processor for:

West Yorkshire Finding Independence (Wakefield) Inspiring Recovery

South Tyneside Adult Recovery Service

County Durham Drug and Alcohol Service

North Yorkshire Horizons

York Drug and Alcohol Services

Data protection officer

Spectrum has a data protection officer who is responsible for ensuring that we hold information in line with the law and that the security of this information is protected.

Our data protection officer is Helen McNae.

helen.mcnae@this.nhs.uk

Tel: 07748 623531