

# About the Thames Valley and Surrey Care Record

It is necessary for us to collect and hold information about you. Use this page to find out how your shared information in the Thames Valley and Surrey Care Record (TVS) is used by health and care professionals involved in your care.

## What is TVS?

To help ensure that the relevant organisations understand your health and social care needs and provide you with the care and support you need, to help ensure that your care is safe and to help make certain that the care provided to you across the range of local organisations is as integrated as we can make it, it is necessary for us to share personal data. We do this through a range of methods (for example: referrals, discharge summaries as well as by using shared care record systems).

TVS is one such shared care record system.

TVS can provide a range of benefits including:

1. Not having to repeat or remember your information;
2. Improved timeliness and safety in planning and providing your care;
3. Helping to prevent unnecessary hospital admissions; and
4. Reducing the chance of unnecessary tests.

## What information do we collect?

The information we are required by law to collect and hold about you includes:

1. Your name and address and other demographic and contact information, including details of the person we should contact if anything happens to you;
2. The name of your local doctor and details of the professionals involved in providing and managing your health and social care needs;
3. Current and past conditions, medications and treatments;
4. Biometric information, such as:
  - a Blood pressure
  - b Blood type
  - c Ethnicity
  - d Gender
  - e Height
  - f Weight;
5. Diagnostics tests, x-rays, results and reports;
6. Referrals, care activity and appointments in:
  - a Community services
  - b General Practice
  - c Hospital
  - d Mental health
  - e Out of Hours and NHS 111
  - f Social Care; and
7. Care plans relating to the management of your health and social care needs.

We may keep this information in writing or on computers.

## How long is my data kept?

The policy for retention of data within the Thames Valley and Surrey shared care records system is for data to be kept for the same duration as it is kept in the source data controllers' systems. Source data controllers keep data in accordance with the national records management code of practice.

## Our legal basis for using your information

### Health and Care legislation

Unless you objected and the sharing organisation has accepted your objection(s) the legal basis for sharing and viewing the shared records includes a range of legal powers, in particular within the Health and Social Care Act 2012 and the Health and Social Care (Safety and Quality) Act 2015.

### GDPR

As above, unless you have objected, and the sharing organisation has accepted your objection(s) the legal basis for sharing and viewing is also provided by the UK General Data Protection Regulation ("GDPR"). This is primarily *"for the performance of a task carried out in the public interest or in the exercise of official authority"*.

### Common Law

We also need to comply with common law to view your data. For our processing arrangements, the common law duties of confidentiality are satisfied because consent to disclose or view an individual's identifiable record is implied where the individual concerned agrees to be referred to a service, where the individual concerned refers themselves or presents to a service and where we have informed you that the processing will be performed and you chose not to object to the processing.

In general, we make you aware of data sharing either via privacy and "fair processing" notices, specific discussion with health and social care staff or in most cases by both methods.

## How we use your information

Within TVS we will use your information when relevant health and social care staff need to:

1. Understand your own specific health and social care needs and provide you with the care and support you need;
2. Ensure that the quality of the care provided to you is safe and meets the necessary standards;
3. Make certain that the care provided to you across the range of local organisations is as joined-up as we can make it;
4. Communicate with you and to refer you to specific services; and
5. Manage the planning and delivery of your care.

We have controls in place to ensure that information that identifies you can only be seen by the people who should see information identifies you.

## How else could your information be used?

After removing things that may identify you we may use some of your information to help us:

1. Managing the health and care of the population as a whole;
2. Managing the health and care system (the ICS) as a whole;
3. Commissioning local health and care services;
4. Authorised research; and
5. National reports to NHS England required by law.

## Do we share information about you with anyone?

There are times when it is right and necessary for us to share identifiable information about you with other people and organisations.

Using TVS we may share your identifiable information with:

1. Local doctors (GPs);
2. NHS organisations involved in your care, NHS England and the Department of Health;
3. The local Council's Social Services and Education Services;
4. Private health and care companies who are involved in your care; and
5. Community organisations who are involved in your care.

We will not give information about you that identifies you to other people unless the law says we should.

The law also says that any organisation that uses your identifiable information must keep it safe.

## Controls in place

A key control built into TVS is known as Role-Based Access Control. This allows access to personal identifiable data to be restricted to those users with a legitimate reason to access the identifiable data.

## Your rights

The law says that:

1. You have the right to have your personal information kept safe and secure.
2. You have the right to be told about how your information is being used.
3. You have the right to ask for a copy of your medical records.
4. You have the right to ask that your personal information is only used for your own care and treatment.
5. You have the right to check that your information is correct and up to date.

These data protection rights are defined in GDPR.

**Note:** The purpose of this page is primarily to inform local residents, members of the public and patients about processing through TVS and your rights in respect of the processing. However, it should also be noted that the scope of the rights and protections identified in this document also extend to the health and social care professionals whose details are identified within TVS. (For example, the notes from an individual's GP appointment may also include the identity of the GP concerned.)

## UK General Data Protection Regulation

GDPR gives you the right (with a small number of exemptions) to know what data about you is held and processed in the Thames Valley and Surrey shared care records. This includes:

1. Data provided by you;
2. Data created by a joint data controller; and
3. Data provided by another data controller organisation.

Once this data about you has been provided to you the data can be given by you to other health and care provider organisations.

GDPR also gives you the right to know the purposes for which data about you is processed.

Although you also have the right under GDPR to request corrections and restrictions to be applied to your data, these are not absolute rights and all corrections, restrictions and objections are subject to the agreement of the organisation that created the record in the first instance.

Contacts and links below provide the details regarding who to contact in respect of your rights.

## What are the Thames Valley and Surrey shared care records known as?

To improve the quality of information available to support the management and delivery of care to residents within the TVS area and to help ensure the continuing value of this key capability, the partners for the TVS shared care record programme are consolidating multiple individual shared care records into a single shared care record. There are two parts to the TVS shared care record. These are:

1. The TVS care record which supports:
  - a. Directly supporting the provision of safe and timely care
  - b. Managing the health and care of groups of individuals; and
2. The TVS and the Connected Care System Insights analytics platform which together support:
  - a. Managing the health and care of the population as a whole
  - b. Managing the health and care system (the ICS) as a whole
  - c. Commissioning local health and care services

- d. Research
- e. National reporting requirements.

The shared care records previously or currently in use within the Thames Valley and Surrey Integrated Care Systems that are transitioning to the Thames Valley and Surrey shared care record are:

1. Buckinghamshire Oxfordshire and Berkshire West ICS:
  - a. Connected Care (Berkshire West)
  - b. My Care Record (Buckinghamshire)
  - c. Oxfordshire Care Record (Oxfordshire);
2. Frimley ICS
  - a. Connected Care (East Berkshire, North East Hampshire and Farnham and Surrey Heath); and
3. Surrey Heartlands ICS:
  - a. Surrey Care Record (Surrey Heartlands).

The Thames Valley and Surrey shared care records do NOT include the Thames Valley and Surrey SDE (Secure Data Environment) and data is NOT shared from the Thames Valley and Surrey shared care records into the Thames Valley and Surrey SDE that is managed by Oxford University Hospital. (SDEs can also sometimes be referred to as Sub-national Secure Data Environments (SNSDEs).)

## Find out more or contact us

To find out more about the above please contact Frimley Health NHS Foundation Trust.

Frimley Health NHS Foundation Trust is the lead organisation for TVS. The Data Protection Officer for Frimley Health NHS Foundation Trust can be contacted by email using [fhft.information.governance@nhs.net](mailto:fhft.information.governance@nhs.net) and by post using THE DATA PROTECTION OFFICER, INFORMATION GOVERNANCE DEPARTMENT, FRIMLEY HEALTH NHS FOUNDATION TRUST, HEATHERWOOD HOSPITAL, GREENWOOD OFFICES, LONDON ROAD, ASCOT, SL5 8AA.

Should you require information relating specifically to one of the health and social care organisations you deal with directly, please contact the organisation concerned. You will find the contact details and process for individual organisations on their websites.

To find out more specific details about TVS and how we use it please see [this is a temporary URL] <https://www.regisa.uk/documents/TVSsolutionDetailedProcessingAndPrivacyNarrative.pdf> , visit the TVS Care Record website itself <https://www.thamesvalleysurreycarerecords.net/> or contact us using the contact details above.

If you need to contact the Information Commissioner, the Information Commissioner's Office (ICO) internet address is <https://ico.org.uk/> and the ICO can be contacted here <https://ico.org.uk/global/contact-us/contact-us-public/> and here: INFORMATION COMMISSIONER'S OFFICE, WYCLIFFE HOUSE, WATER LANE, WILMSLOW, CHESHIRE, SK9 5AF, or by telephone on: 0303 123 1113.