

## Sharing Initiative Fair Processing Materials

### Serious Mental Illness (SMI) Register

Aiming to Improve physical healthcare for people living with severe mental illness (SMI) by ensuring that by 2020/21, 280,000 people living with severe mental illness (SMI) have their physical health needs met by increasing early detection and expanding access to evidence-based physical care assessment and intervention each year.

Your practice is involved by sharing information with mental health services in the community about patients with SMI. A register is maintained that allows your practice and the mental health teams to monitor the health checks provided to patients with SMI.

[More Information about the Severe Mental Illness Register](#)

**For more information about your rights or information sharing – see the main privacy notice page.**

### Suffolk GP Federation: Primary Care Mental Health Service

Suffolk GP Federation provide specialist nurses in areas such as mental health or medications. They have partnered with local GP practices to provide additional support and services, directly to patients at the surgery.

This means that the nurses and other specialist staff will access patient records on site and take actions such as referring to other service providers or recommending different medication. The nurses are bound by confidentiality in the same way that practice staff are and there is an Information Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about Mental Health in Primary Care](#)

**For more information about your rights or information sharing – see the main privacy notice page.**

## NHS Health Check Recall Programme

The NHS Health Check is a prevention programme which aims to reduce the chance of a heart attack, stroke or developing some forms of dementia in people aged 40-74.

It achieves this by assessing the top seven risk factors for certain diseases in England, and by providing individuals with behavioural support and, where appropriate, medication.

Your practice will share patient information with Anglian Community Enterprise CIC (ACE) so that ACE can invite patients that meet the criteria to attend a Health Check Appointment.

ACE staff are bound by confidentiality in the same way that practice staff are and there is an Information Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about NHS Health Checks](#)

[More about how ACE Use your Information](#)

For more information about your rights or information sharing – see the main privacy notice page.

## Integrated OOH Urgent Care Services

As part of the introduction of an Integrated Urgent Care Service, Suffolk GP Federation (SGPF) have partnered with Care UK. Together they will provide a service that allows patients to access urgent care outside of GP practice hours.

Patients can call the 111 service, have a telephone appointment or organise a home visit or an appointment at a clinic in the community.

Suffolk GP Federation or Care UK will have access to all or part of the patient GP record to allow them to provide urgent care. A summary of the appointment will be provided to your GP practice after the appointment

Suffolk GP Federation and Care UK staff are bound by confidentiality in the same way that practice staff are and there is an Information Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about Urgent Care Services](#)

For more information about your rights or information sharing – see the main privacy notice page.

## Child Health Immunisations – Provide

[Provide](#) deliver the Child Health Information Service (CHIS) across Essex and East Anglia, one of the key responsibilities is producing immunisation reminders and appointments on behalf of GP Practices.

The practice allows Provide to extract immunisation history from their clinical systems for each child under the age of six years of age registered with the Practice.

Provide will then invite the patient to attend immunisation appointments.

Provide staff are bound by confidentiality in the same way that practice staff are and there is a Data Processing Contract in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about Provide](#)

[More Information about Immunisations](#)

For more information about your rights or information sharing – see the main privacy notice page.

## West Suffolk and Ipswich and East Suffolk Medicines Management

The Medicines Management Teams within West Suffolk CCG and Ipswich and East Suffolk CCG support the GP practices in those areas to use medicines in the best way and to ensure good treatment choices are made; they provide information and guidance on prescribing to ensure that our patients receive medicines that are safe, evidence-based, and cost-effective.

This means that the GP practice will allow them to have access to clinical systems and patient personal data so that they can see what medications are being prescribed for our patients and produce reports so that the practice can prescribe medications safely and effectively.

Medicines Management staff are bound by confidentiality in the same way that practice staff are and there is a Data Processing Contract in place to ensure that personal data is used in a lawful and appropriate way.

[More about West Suffolk Medicines Management](#)

[More about Ipswich and East Suffolk Medicines Management](#)

**For more information about your rights or information sharing – see the main privacy notice page.**

## Medicines Optimisation in Care Homes

A local organisation called St Helena along with staff from West Suffolk and Ipswich and East Suffolk Medicines Management Teams will support the GP practice by providing pharmacists and pharmacy technicians. The technicians will access patient data held within the GP systems to allow them to ensure that residents of care homes are on the correct medications and are having the necessary medication reviews. They will also collect information from care home residents (patients) and care home staff and they will update the GP record with any actions they take.

St Helena and the Medicines Management Teams are bound by confidentiality in the same way that practice staff are and there is a Data Processing Contract and Agreement in place to ensure that personal data is used in a lawful and appropriate way.

## Social Prescribing (Suffolk)

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

Social prescribing enables patients to find non-clinical solutions to improve their own health and wellbeing by supporting them to connect with their local community. This can include advice and information on local services and connecting individuals to social activities, clubs, groups, and like-minded individuals in their community. The practice will do this by employing someone to act as a 'link' between the practice, the patient and non-clinical services within the community.

Current providers in the Suffolk area include;

[Suffolk Family Carers](#)

[Shaw Trust](#)

[Access Community Trust](#)

[Ipswich Citizens Advice Bureau](#)

Depending on where they are in the county, the GP practice will refer patients to one of these providers and will send basic information such as name, NHS No, address, date of birth and background to their health and wellbeing needs.

The providers are bound by confidentiality in the same way that practice staff are and there is a Data Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about Social Prescribing](#)

For more information about your rights or information sharing – see the main privacy notice page.

## Sue Ryder Dementia Care Navigator

A specialist from Sue Ryder charity will be working at the practice (as part of Dementia Together Pilot) for 12 months to provide additional support and care to potential or existing dementia patients.

The specialist will have access to GP systems to allow them to identify patients with dementia that might benefit from extra care or support. The specialist may contact the patient, make appointments or referrals and will update the GP record with any information about actions they have taken.

The specialist is bound by confidentiality in the same way that practice staff are and there is a Data Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

### [More Information about Social Prescribing](#)

For more information about your rights or information sharing – see the main privacy notice page.

## GP Connect (IC24)

The GP Connect programme uses technology to allow different clinical systems to communicate so that health and social care staff in different teams and locations can;

- View a patient's GP practice record
- Manage GP appointments
- Import or download data on a patient's medicines and allergies

This will save time for clinicians, and provide better, more convenient care for patients and allows more information for appointments made outside of usual hours.

### [More Information about GP Connect](#)

For more information about your rights or information sharing – see the main privacy notice page.

## Extended Hours

As a practice, we have worked hard to make extended hours a reality for our patients. We work with other GP practices and NHS organisations to provide these services when our practice is closed. The name of our provider can be found on our main practice privacy notice under "GP Support Organisation".

These providers will be able to access your health record during these consultations so that they can deliver safe and effective care.

The organisations providing extended hours appointments are bound by confidentiality in the same way that practice staff are and there is a Data Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about Extended Hours](#)

For more information about your rights or information sharing – see the main privacy notice page.

## Enhanced Care in Care Homes

The enhanced health in care homes hopes to improve the care of residents of care homes by coordinating with other services such as the GP practice and social care teams. Your practice is involved with this service. Here is some information about how your information is used.

Your GP uses technology to highlight the records of patients who live in the care home and who might benefit from a visit from their GP

Your GP will ask a doctor from North Norfolk Primary Care to visit you / your loved one on their behalf

Whilst the doctors or nurses from North Norfolk Primary Care are onsite visiting other residents, they may also find out that you / your loved one needs some support and will arrange this for you / your loved one

In order to provide you with safe and effective care, we will usually need to share information with each other – like the care plan that is created by your care home and the health record that is held by your GP.

The North Norfolk Primary Care doctors and nurses will only visit with patients that have agreed to meet with us

When we need to access their health or care information – we will let you / your loved one know

We are permitted to share information in this way by data protection law but we will give you / your loved one an opportunity to object

Once we have visited with you / your loved one, we will share information about the visit with the care home and your / your loved one's GP and it will form part of your health record and kept in line with NHS guidelines

You / your loved one have / has a number of rights when it comes to information. Please ask your / your loved one's GP if you / your loved one want(s) to have a copy or change information or to make a complaint.

Our data protection officers would be happy to answer any questions you have.

More information about information sharing for the project and about how we keep your information secure – please visit the [NNPC Website](#)

North Norfolk Primary Care staff are bound by confidentiality in the same way that practice staff are and there is a Data Processing Contract in place to ensure that personal data is used in a lawful and appropriate way.

**For more information about your rights or information sharing – see the main privacy notice page.**

## Social Prescribing (Norfolk)

Social prescribing enables GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services.

Social prescribing enables patients to find non-clinical solutions to improve their own health and wellbeing by supporting them to connect with their local community. This can include advice and information on local services and connecting individuals to social activities, clubs, groups, and like-minded individuals in their community. The practice will do this by employing someone to act as a 'link' between the practice, the patient and non-clinical services within the community.

Current providers in the Norfolk and Waveney area include;

[Norfolk Citizens Advice Bureau](#)

[North Norfolk District Council](#)

Depending on where they are in the county, the GP practice will refer patients to one of these providers and will send basic information such as name, NHS No, address, date of birth and background to their health and wellbeing needs.

The providers are bound by confidentiality in the same way that practice staff are and there is a Data Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about Social Prescribing](#)

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These providers will be able to access your health record during these consultations so that they can deliver safe and effective care.

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### [More Information about Extended Hours](#)

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## North Norfolk Risk Stratification (Gemima)

Risk stratification is a process that is used across the NHS. The process uses technology to search the records in clinical systems and find information that tells your GP practice who might need extra care or support.

This might be because they have complicated health conditions or because they are at risk of developing conditions.

The information from your GP record will be combined with other information about when you have been to hospital or used other community services and will be used by the local NHS Clinical Commissioning Group (CCG) to plan and buy healthcare services for the local area.

The CCG will not have access to any information that identifies individual patients and instead, will use a code so they will not be able to see particular patients directly.

### [More Information about Risk Stratification](#)

For more information about your rights or information sharing – see the main privacy notice page.

## NSFT Learning Disability Service and GP Practices LD (Waveney Area) Suffolk

The Adult Learning Disability Community Team (Waveney) service as commissioned by the Great Yarmouth and Waveney CCG has been re-modelled. As part of this redesign, the service is developing a project whereby the team link more directly to GP practices in the Waveney area to offer support, advice and training. As part of this project, the team is tasked to assist GP practices in ensuring that their Learning Disability registers are accurate. This allows health and social care providers to ensure that patients with Learning Disabilities are receiving the correct support.

GP practices will be required to share information with Norfolk and Suffolk Foundation Trust (NSFT).

NSFT are bound by confidentiality in the same way that practice staff are and there is a Data Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about the NHS and Learning Disabilities](#)

For more information about your rights or information sharing – see the main privacy notice page.

## Compassionate Communities

Peninsula Practice are engaging volunteers to provide support to patients who are dying. Compassionate Communities is a local community project managed and supervised by the Peninsula GP Practice (Alderton Health Centre). You can find our full privacy notice on our website or you can ask us for a paper copy of it at any time.

We want to explain a bit about how we use and share your personal information when you become involved with Compassionate Communities.

You may share information with your Compassionate Companion, for example, in relation to “My Care Wishes” or information about your medical, social, physical, emotional, or spiritual needs.

Your Compassionate Companion will often be required to share information directly with other health and care professionals in order to carry out your wishes or to make sure that your GP and care records are updated. We will not use your information for anything that is not connected to your care unless we are required by law or you ask us to.

We will make sure you are told about when we plan to share information and you can raise any questions or objections you may have.

Volunteers are bound by confidentiality agreements to ensure that personal data is used in a lawful and appropriate way.

**For more information about your rights or information sharing – see the main privacy notice page.**

## Referral Support Service (RSS) – Processing of Referrals from Opticians

Our practice uses an GP support organisation called West Norfolk Health to help us with our optician referrals. West Norfolk Health Ltd (WNHL) receive referrals directly from opticians instead of them being sent to the patient's general practices.

They are received directly via email / post and WNHL enter them onto the national e-referral system, which allows patients to make an appointment with the provider of their choice

WNHL access and administer the e-referrals system, and can produce reports

Information may also be e-mailed on an ad hoc basis as part of the process to support practices and providers.

West Norfolk Health are bound by confidentiality in the same way that practice staff are and there is a Data Sharing Agreement in place to ensure that personal data is used in a lawful and appropriate way.

[More Information about West Norfolk Health](#)

[More Information about e-Referrals](#)

**For more information about your rights or information sharing – see the main privacy notice page.**

## West Norfolk Health 24 Hour ECG Service

Our practice uses a GP Support Organisation called West Norfolk Health Ltd (WNHL). WNHL provides a 24hr monitoring service for West Norfolk patients. Qualified staff at 6 GP practice sites (who are subcontracted by WNHL) provide the service.

Patients attend these sites for fitting and removal of the equipment by a practice nurse, the data is downloaded at these sites by the practice nurse and the data is transferred to a company called Broomwell Healthwatch to review the results.

The review is returned to WNHL via NHS secure email and is then securely emailed to practices so the results can be added to the patient notes.

[More Information about West Norfolk Health](#)

[More about Broomwell Healthwatch](#)

