

Privacy notice

How we will use your information for the Shared Medical Appointments Pilot Project

Introduction

We are strongly committed to keeping your personal information safe. This **privacy notice is specifically for the Shared Medical Appointments Pilot Project**. The project is being run by Access Healthcare which operates Chard Road, Collings Park, Ernesettle, Mount Gould, Stirling Road, and Trelawny surgeries in Plymouth and is part of Devon Doctors Group Ltd.

To help us understand and evaluate the impact of the Shared Medical Appointments Pilot Project we need to collect and use personal information from you and your medical record.

This privacy notice tells you:

- What information we will collect from you
- What information we will use from your medical record
- How we will use your personal information

It is important that you understand what personal information we will be using and how we will be using that information for the Shared Medical Appointments Pilot Project.

Please read this privacy notice carefully and contact us if you have any questions or concerns.

What information will we collect from you?

(1) At the beginning of the Shared Medical Appointments Pilot Project we will ask you to complete 3 short questionnaires. We will ask you to complete the same 3 questionnaires at the end of the pilot project and then again 3 months after the end of the pilot project.

The data we will collect through these questionnaires will be:

- Contact data (your name)
- Demographic data (your date of birth)
- Evaluation data (your opinions about your condition)

(2) During the Shared Medical Appointments Pilot Project, we will ask you to provide your feedback on your experience of the Shared Medical Appointments. This will be done using anonymous feedback slips.

The data we will collect through these anonymous feedback slips will be:

- Evaluation data (your opinion about the shared medical appointments)

(3) During the Shared Medical Appointments Pilot Project, we will give you a pedometer and a steps diary. We will encourage you to keep a record of your daily steps in your steps diary and to share that data with us at the Shared Medical Appointments.

(4) At the end of the Shared Medical Appointments Pilot Project you will be invited to attend a focus group to give us feedback on the shared medical appointments. This will be done through a facilitated discussion.

The data we will collect through the focus groups will be:

- Evaluation data (your opinions about the shared medical appointments)

What information will we use from your medical record?

At the beginning of the Shared Medical Appointments Pilot Project we will use the following data that is already in your medical record to establish a baseline for the 12 month period before the start of the pilot project:

- Dosage of any prescribed pain medication(s)
- Number of GP appointments
- Number of medication queries
- Number of contacts with Out of Hours services (specifically relating to pain management or pain medication)
- Number of contacts with the Emergency Department (specifically relating to pain management or pain medication)

At the end of the Shared Medical Appointments Pilot Project will we use the same data set to establish whether any change has occurred during the 12 month pilot period. We will do the same again 3 months after the end of the pilot project.

How will we use your personal information?

We will use your personal information to understand and evaluate the impact of the shared medical appointments. Your personal data will be anonymised and used for analysis and reporting to explain the impact of the shared medical appointment model. It will not be possible to identify you from the analysis and reporting.

What legal basis do we have for processing your personal data for the Shared Medical Appointments Pilot Project?

Your privacy is protected by law. The law says that we are allowed to use personal information only if we have a good reason to do so. We will use your personal data

for the Shared Medical Appointments Pilot Project, and we will rely on the following reasons for doing so:

What we will use your information for	Our reason / legal basis
To help ensure your treatment and advice is safe and effective	Public interest task / medical purpose
To help us conduct clinical audit to ensure we are providing a safe, high quality service	Public interest task / medical purpose

When do we share your personal data?

We will not share your personal data as part of the Shared Medical Appointments Pilot Project. We will share the analysis of your personal data with third parties including Marjon University and the Health Foundation as part of any evaluation reporting. It will not be possible to identify you from any reporting that we do as part of the Shared Medical Appointments Pilot Project.

Your rights in relation to your personal data

Under the General Data Protection Regulation (GDPR), you have rights to have control over the personal information we hold and use. These are the same rights that you have for any information that we hold about you, not just the information that we will use for the Shared Medical Appointments Pilot Project.

These rights include:

- Requesting a copy of the information we hold about you
- Objecting to us keeping or using your personal information
- Requesting us to delete or remove or stop using your personal information
- Requesting that we restrict the use of your personal data

Your rights are outlined in the full privacy policy that can be found on the Access Healthcare website - <https://www.accesshealthanddental.co.uk/access-dental/how-we-use-your-information>

If you want to exercise any of your rights under the GDPR please contact us at ddooh.governance@nhs.net or write to us at **Information Governance, Devon Doctors Ltd., Unit 10, Manaton Court, Manaton Close, Matford, Exeter, EX2 8PF**

How to contact us?

If you have any questions about how we will use your personal data for the Shared Medical Appointments Pilot Project please contact us at ddooh.governance@nhs.net or write to us at **Information Governance, Devon Doctors Ltd., Unit 10, Manaton Court, Manaton Close, Matford, Exeter, EX2 8PF**

Devon Doctors Ltd. has appointed a Data Protection Officer and they can be contacted at ddooh.irm@nhs.net or in writing to **Data Protection Officer, Devon Doctors Ltd., Unit 10, Manaton Court, Manaton Close, Matford, Exeter, EX2 8PF.**