

PRIVACY NOTICE

This Privacy Notice explains what to expect when Focused Care CIC collects and uses your personal information. Please read it carefully.

If you would like more information about our Data Protection and Privacy Policies or for further clarification please contact us:

Address: Data Protection Officer, Focused Care CIC, C/O Hollinwood Medical Practice, 1 Clive Street, Hollinwood, Oldham, OL8 3TR.

Phone: 0161 204 3702

Email: contact@focusedcare.org.uk

Our promise

Focused Care CIC is committed to respecting your privacy and confidentiality, ensuring the personal information you have entrusted to us is processed in accordance with the NHS Guidelines, the Data Protection Act 2018 and the General Data Protection Regulations 2018 (GDPR). These laws were updated in May 2018 to strengthen your rights and to give you control over the personal information that organisations hold about you.



Who are Focused Care Practitioners? (FCPs)

Focused Care Practitioners are experienced health and social care professionals who are employed by Focused Care CIC. The company works in close partnership with GP surgeries to support patients to better health and lifestyle outcomes, and to support you in accessing services which will help you and your family.

This Privacy Notice is complementary to and works hand in hand with NHS Guidelines and any

notice you already have from your GP practice. However, as a separate company, Focused Care CIC is also legally responsible for letting you know how your data is used and kept safe.

Why do I need to sign a further consent form to take part in Focused Care?

When you first meet your Focused Care Practitioner (FCP), they will talk you through a whole-person assessment to help to pinpoint any issues which may affect your health and wellbeing.

In order to address some of these issues the FCP may need to speak to some people outside of the GP Practice, (and who work outside of NHS Guidelines), in order to help you find a solution. These might be community organisations, housing officers, or school staff, for example. In order to contact them and to act on your behalf we require your consent.

If during your time with Focused Care more services come to light who might be able to help, your FCP should always keep you up to date and ask for your permission to pass on your details on a case by case basis. They will also be able to act on your behalf in meetings etc so it is important that they have your permission to do this and that you agree with what information they are able to share. The separate consent form allows them to do this.

If you are over 13 but under 16 you can give consent but a parent or legal guardian may have to agree this for you. There is a special consent form for this.

What data does Focused Care CIC hold?

As a service which is funded by the NHS, Focused Care CIC collects data to demonstrate that the model is working for patients

This data includes how many people we are working with, how long we work with people and what measurable outcomes we achieve. (Eg. how many people have been helped with housing issues, or how many people have been able to reduce the number of cigarettes smoked). Our workers pseudonymise this information (removing all names) and send it via secure NHS Mail to our main office.

As part of our reporting process we are required to collect NHS numbers of patients who have been helped by Focused Care. Before these numbers are used they are checked via the National Opt-out Service so that we do not use your data without your permission. The numbers are then sent securely to an NHS-approved service then pseudonymised before going through a reporting system to help determine if Focused Care is working well with other services such as A&E and Secondary Care. Once these lists have been processed the company will destroy them safely and securely.

We also take part in the **NHS Friends and Family Test** and share your responses with your GP Surgery in order to collect feedback from patients to help improve our service.

We use anonymised case studies to understand the overall picture, so that others can see the story of the difference that Focused Care can bring. This data is stored securely and any information which may identify patients is removed.

We **do not** hold identifiable Patient data for direct marketing or promotional reasons and would never share your details with a third party without your expressed consent.

What data does a Focused Care Practitioner access?

Your Focused Care Practitioner is able to access your full medical record via the GP surgery clinical system and most information is stored securely this way. Should they need to support you with any hard copies of information (such as letters or benefit assessments for example), these will be filed securely in a locked cupboard in the surgery until no longer necessary. They also keep records of appointments with you. All Focused Care Practitioners undergo induction and regular annual training on data protection and patient confidentiality.

How long does Focused Care keep my data?

Focused Care CIC will only keep your personal information for as long as it is required and in accordance with statutory requirements.

What if I change my mind and wish to withdraw consent?

You have a right to withdraw your consent and to ask to review the consent form at any time. This will not affect the care you receive or the confidential information used for your individual care. You also have the right to request a copy of any information held about you by Focused Care, or at the surgery via the usual channels.

Should Focused Care CIC or any of its employees wish to share any patient-identifiable data outside of the guidance of this Privacy Notice, you will be contacted individually, and further consent guidance will be followed in the line with the company Data Protection and Information Governance Policy and national guidelines.

Complaints, compliments and comments

If you wish to make a complaint about our service or have any questions or comments about the information in this leaflet, please contact us at the address below and we will be happy to speak with you.

You can also download a copy of our complaints and compliments policy via our website.

Who else can I contact?

You can speak to your **Focused Care Practitioner** or **GP surgery** at any time in relation to the data held about you. For access to **Medical Records** please contact the **Practice Manager** at your registered GP Surgery

Contact us:

Data Protection Officer

Focused Care CIC C/O Hollinwood Medical Practice, 1 Clive Street, Hollinwood, Oldham, OL8 3TR

Tel: 0161 204 3702

Email: contact@focusedcare.org.uk

Website: www.focusedcare.org.uk

Information Commissioners Office:

ico.org.uk/your-data-matters/

Focused Care CIC ICO Reference: ZA439776

NHS Guidelines and information:

<https://www.nhs.uk/your-nhs-data-matters/>

Focused Care Community Interest Company, Company Registration No: 10543324 Registered office: Lowry House, Marble Street, Manchester M2 3AW www.focusedcare.org.uk



Focused Care CIC

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What personal information we hold about you and why