

Health All Round Privacy Statement

The General Data Protection Regulations which came in to force on 25th May 2018 introduced changes to the information that we must provide to individuals relating to the collection, use and storage of their personal data. This privacy notice incorporates these new requirements:

Physical Activities Service

Health All Round may receive information about you from your GP or other health professionals. Usually this is limited to referral forms for our Active Steps programme. This information includes: Any relevant diagnosis (eg. Type 2 Diabetes/ High Blood Pressure etc;)
Your date of birth; Contact details and a brief description of your needs (eg. dietary advice, cooking classes, gentle exercise etc.) On occasion your GP or health professional may provide additional information.

More information regarding your needs, the services you wish to participate in and emergency contact details, will be collected when you register.

In order to ensure that you fully benefit from our service, and partner services your information may be shared with the following organisations:

The Health Agency (Wester Hailes)
Edinburgh Leisure
Napier University

If we share your information with any other partner organisations (eg. new partners) we will seek your consent first. Agencies will only receive information about you if it is necessary in order to enrol you for their services or if it is required for safety reasons.

Community Link Worker Service

The Link Worker role is to support people, referred by their GP, to access and engage with community resources that will help people to improve their health and wellbeing. Our Link Workers will receive a referral form from your GP with a brief description of your needs and any relevant medical information. This service is run in close partnership with NHS Lothian and information received from GP's and/ or yourself on registration will be shared with NHS colleagues as appropriate. This may include:

GPs
Community Psychiatric Nurses
Health Visitors

Information will only relate to your health needs, services attended, support received etc.

All other services

There is no formal referral system for any other Health All Round service. We will only hold the information that you provide when you register for those services.

If you are registering for counselling, CBT or Anxiety Management you will be requested to complete a few short forms from time to time to assess your mental wellbeing. This allows us to keep people safe and ensure that they have benefitted from our services.

Some of our counsellors record their counselling sessions. They will always ask your permission before doing this and you may refuse if you wish. It will not affect your counselling in any way. If counsellors keep written notes they will be made anonymous and stored securely.

All Health All Round services are confidential and we will not share information unless significant risk of suicide or harm to others has been identified. If risk has been identified information will only be shared with agencies/ individuals who need to know in order to reduce the risk. We will keep a record of all communications of this nature. This information will be stored securely according to the 2018 Data Protection Act.

If you wish to see the information that Health All Round holds on you please make your request in writing to the manager at the office address or by e-mail :

Catriona Windle: catriona@healthallround.org.uk

You will be required to attend the project in person and provide identification in order to view this information. No data will be shared that compromises any other individual's safety or privacy.

Community Link Working Privacy Policy

how we will use your personal information

Hello, These days we're all aware of the importance of keeping our personal information safe and secure. As Community Link Workers (CLW), we appreciate that when you share your personal information with us, you trust us to look after it. So we've produced this Privacy Policy which provides information about the different ways we use and store personal information and data about you.

What is personal information and data? It is information that identifies you. It includes things like your name, address, date of birth and postcode and health data.

What are Community Link Workers? A Community Link Worker (CLW) is a social practitioner who is part of the primary care team based at your GP practice. A CLW is not a nurse or a doctor but we are part of the primary care team who work closely with your GP and we can help you to improve your health and how you are feeling. We are employed by a third sector

organisation and know what activities and services are available in your local community. We can spend time with you to talk about what really matters to you. We can help you to identify any problems or issues you are experiencing. We can support you to set goals and work with you to achieve these. We keep up to date with what is happening locally so we can tell you about new services and resources. We can go with you to visit these services. Some of us provide a specialist service focussing on welfare benefits, income and work. So we can help you with benefit applications, housing problems, debt or any other worries you might have about money and employment. Some CLW offer things like walking groups, counselling, weight management or stop smoking support, if these aren't already available locally.

If you would like to be referred to a CLW ask your GP, practice nurse or receptionist, and they will explain how you make an appointment. A CLW can see you at the GP practice or a community venue if that is easier for you.

Community link working is supported by the Scottish Government's National Health and Social Care Workforce Plan: Part 3 – Improving workforce planning for primary care in Scotland.

<http://www.gov.scot/Publications/2018/04/3662>

We are employed by Health All Round which is responsible for ensuring we keep your information safe and use it appropriately. Health All Round has agreed formal processes with NHS Lothian to ensure that we only access the health information about you that we need.

How we protect your personal information We take care to make sure your personal information is not given to any unauthorised people. It will only be available to those directly involved in your care. This is known as the 'need to know' principle. CLW have a legal and contractual duty to keep your personal information secure, and to handle confidential information safely. Our use of your personal health information is covered by a duty of confidentiality, and is regulated by Data Protection legislation. This gives you a number of rights in relation to how your personal information is used, including a right to access the information we hold about you. Your personal information is protected by Data Protection legislation. Under the legislation, we have to tell the Office of the Information Commissioner how we use personal information. You can see a copy of this on the Information Commissioner's website at www.ico.org.uk.

How we use and share personal information To provide you with the care and support you need, the CLW may need to access relevant details of your consultations, illnesses, tests, prescriptions, and other treatments that have been recorded by everyone involved in your care and treatment (e.g. GP, Health Visitor, Practice Nurse). If the CLW accesses your medical record there will be an audit trail on the practices' information system. This information is usually stored on paper or electronically on computer file by practice staff. The Community Link Worker may also keep a separate secure and confidential detailed record about you. If appropriate, a summary may be shared with the practice and/or another

agency on a 'need to know' basis. We may disclose your name, address and phone number to other organisations involved in your care. For example, we may refer you to a specialist service and send your contact details in the referral letter. Sometimes we are required by law to pass on information for example notify a birth or to report certain infectious diseases for public health reason. Sometimes we may participate in studies that are designed to improve the way services are provided to you or to check that our performance meets required standards and benchmarks. Whenever we take part in activities such as these we will ensure that any details that may identify you are not disclosed. If these studies involve you personally we will ask you for your consent.

You have a choice, you can decide if the CLW can access, collect and share with others, personal information about you. For more information about how your information is used please contact: Catriona Windle Manager Health All Round 24 Westfield Avenue Edinburgh EH11 2QH Tel: 0131 337 1376 Registered Charity No SCO 06065 Ltd Company No 406209 (Scotland)