

Newham Clinical Commissioning Group - Fair Processing Notice

How Newham Clinical Commissioning Group uses patient information - What You Need to Know

Who we are and what we do

NHS Newham Clinical Commissioning Group (NCCG) is a clinically-led organisation that was created in April 2013. NCCG is a membership organisation where the 57 GP Practices are its members.

NCCG is responsible for planning and commissioning a range of health services, including hospital services, community services, mental health services and primary medical services for Newham residents and visitors to the borough. NCCG aims to work in partnership with local stakeholders to commission the delivery of high quality services which meet the needs of its local population.

Commissioning health care services is an ongoing process, and NCCG must constantly respond and adapt to changing local circumstances. Through effective commissioning, NCCG aims to achieve the best possible health outcomes for the local population, by assessing local needs, decide priorities, developing strategies, and then commissioning services on behalf of the population from health providers that meet these identified needs. **Why we collect information about you**

As an NHS organisation, NCCG operates at a number of different levels in regards to processing of personal data.

For commissioning purposes, in order to help us to model and plan services to best meet local health needs, NCCG has to understand the health, social and general wellbeing issues that our local population are facing.

In carrying out some of these roles we may collect information about you which helps us respond to your queries, or secure specialist services. We may keep information about you in written form and/or electronically.

These uses of personal information are in line with the purposes outlined in our registration with the [Information Commissioners Office](#), and the reference number is **ZA005650**.

For the provision of indirect care, NCCG uses a number of approved and secure services / systems to process information about you. These are:

Data Services for Commissioners Regional Offices (DSCRO) – this is a regional secure service provided by NHS Digital via the [North East London Commissioning Support Unit](#) (NELCSU). Further information can be found at the following web site: <http://www.hscic.gov.uk/dataservicesforcommissioners>.

Controlled Environment for Finance (CEfF) – this is another nationally established service provided locally by NELCSU on behalf of NHS England to support invoice validation. This service was established under a Section 251 exemption of the Health and Social Care Act 2012 to allow commissioning organisations to validate invoices it received ensuring correct payments are identified and made on behalf of NCCG.

Accredited Safe Haven (ASH) – NELCSU host an ASH on behalf of CCGs in North East London. This ensures the security of the system link between the DSCRO and the ASH, and onto NCCG for commissioning purposes.

How we use the information we collect

The secure systems and processes in place to manage personal confidential data ensure that NCCG has the relevant safeguards to prevent its staff from identifying individuals from the data that we receive either directly from services we commission in Newham, or indirectly via the services provided by NELCSU.

Information from your health and social care records is received and processed via the DSCRO. The data from the DSCRO is anonymised, or pseudonymised, meaning that information that might allow others to identify you is removed or replaced with another unique identifier within the ASH environment. This means that no one can know:

- Your name
- Your exact date of birth – this is replaced with just the year of birth our postcode is replaced with standard area called [Lower Super Output Area](#)
- They may also contain more sensitive information about your health and also information such as outcomes of needs assessments but these are mainly coded.

This data also enables us to target patients who may benefit from additional preventive care. This is referred to as risk stratification, or patient segmentation. However this information is only provided to NCCG in either an anonymous or pseudonymised form, meaning that NCCG are unable to identify individuals using the information. The identifiable version of this is accessible only to your GP, who will use that information to put preventative steps in place, where necessary, to ensure that your health is managed as effectively as possible.

When analysing current health services and proposals for developing future services it is sometimes necessary to link separate individual datasets to be able to produce a comprehensive evaluation. This may involve linking primary care GP data with other data such as secondary uses service (SUS) data (inpatient, outpatient and A&E). Your NHS number, GP practice and treatment

details are kept so that your information from each service can be linked together within the DSCRO environment, where necessary. This gives us a fuller picture of the health of people in Newham and the services required to support them to stay healthy.

In some cases there may also be a need to link local datasets which could include a range of acute-based services such as radiology, physiotherapy, audiology etc., as well as mental health and community-based services such as Improving Access to Psychological Therapies (IAPT), district nursing or podiatry. When carrying out this analysis, the linkage of these datasets is always done using a unique identifier that does not reveal a person's identity,

How your records are used by NCCG to help the NHS

In accordance with the Data Protection Act 1998, NCCG only has access to identifiable information where it is lawful to do so.

There are some limited exceptions where we may hold and use sensitive personal information about you. For example NCCG has been required by law to perform certain services that involve the processing of sensitive personal information. The areas where we may need to do these are explained as follows:

<p>Analysis <i>(see also risk stratification)</i></p>	<p>Your information may be used to help assess the needs of the general population and make informed decisions about the provision of future services. Information can also be used to conduct health research and development, monitor NHS performance, to help the NHS plan for the future.</p>
<p>Complaints</p>	<p>If you have a complaint about NCCG or a service that we commission, we will use your information to communicate with you and to investigate any complaint if it's the responsibility of NCCG.</p> <p>See our complaints section for more information.</p> <p>Where NCCG is investigating a complaint then the information provided by the complainant (including personal details, for example, name, address) may need to be shared as appropriate in order for the complaint to be investigated.</p>
<p>Detection of Fraud</p>	<p>The Audit Commission conducts data matching exercises to assist in the prevention and detection of fraud. This is one of the ways in which the Audit Commission meets its</p>

	<p>responsibility of promoting economy, efficiency and effectiveness in the use of public money.</p> <p>For further information on this please see the separate Audit Commission Fair Processing Notice on NCCG's website. Audit Commission Fair Processing Notice</p>
Direct patient care	<p>For the purpose of direct patient care, NCCG may hold and use sensitive information about you.</p> <p>NCCG will ensure that any information collected about you is initially provided by you, and where any additional information is collected or used this will be with your explicit consent.</p>
Handling continuing healthcare (CHC) applications	<p>If you make an application for CHC funding NCCG will use the information you provide and where needed request further information from care providers to identify eligibility for funding. If agreed, arrangements will be put in place to arrange and pay for the agreed funding packages with appointed care providers.</p>
Personal Health Budgets	<p>A Personal Health Budget is an amount of money to support the identified healthcare and wellbeing needs of an individual, which is planned and agreed between the individual, or their representative, and NCCG. To support this process, NCCG will process personal confidential data including sensitive data to evaluate, agree and monitor any personal health budgets</p>
Handling individual funding requests (IFR) applications	<p>This is a process where your GP have requested special treatment for you that is not routinely funded by the NHS.</p> <p>If you make an Individual Funding Request (IFR) to fund specialist drugs or rare treatments, NCCG will use sensitive information you provide and, where needed, request further information from care providers to identify eligibility for funding</p> <p>Should an IFR request be approved by the IFR panel then arrangements will put in place to take the referred treatment or medicines request forward with the appropriate care provider.</p>
Internal Operations	<p>NCCG will use both electronic and manual mechanisms to process personal confidential information relating to its employees and visitors to our sites and services. This is based on explicit consent provided by each employee at the time of joining and updated when any changes are made</p>

	through internal communications.
Paying for services	Where care is provided that NCCG is responsible for, it will need to provide payment to the care provider. In most cases limited data is used to make such payments. In some instances, information to confirm that you are registered at a GP within NCCG is needed to make such payments. This is done in line with the Who Pays Invoice Validation Guidance .
Monitoring Access to Services	NCCG will use sensitive personal information you provide under specific conditions to monitor access to services, waiting times and particular aspects of care.
Invoice Validation	<p>Commissioning Organisations are provided an exemption and legal right under Section 251 (What is Section 251) rules in the Health and Social Care Act 2015, to use a single identifiable information about you for invoice validation purpose.</p> <p>NCCG and NHS England may use either your NHS Number or Post code to validate invoices it received, to ensure correct payments are identified and paid for services that are provided to you by our contractors.</p>
Risk Stratification <i>(see also Analysis)</i>	<p>Risk stratification tools use historic information about patients, such as age, gender, diagnoses and patterns of hospital attendance and admission collected by the NHS Digital from NHS hospitals and community care services this data is known as Secondary Uses Service (SUS) data (Inpatient, Outpatient and Accident and Emergency (A&E)). This is linked to data collected from your GP practices and analysed to produce a risk score.</p> <p>There is currently Section 251 support in place to allow NCCG's risk stratification tool to receive and link identifiable (using NHS Number) patient information from the NHS Digital and from local GP Practices.</p> <p>A section 251 is where The Secretary of State for Health and Social Care has approved NHS England's application for support to establish a temporary lawful basis for 'necessary' Personal Confidential Data to be used to validate invoices, allow an organisation to become an Accredited Safe Haven (ASH) and carry out risk stratification.</p>

	<p>The risk stratification tool then:</p> <ul style="list-style-type: none"> • Provides NCCG with anonymised or aggregated data which we use to understand the health needs of the local population in order to plan and commission the right services. This is called risk stratification for commissioning. • Is used by GPs to help them to identify and support patients with long-term conditions and to help prevent unplanned hospital admissions or reduce the risk of certain diseases developing such as type 2 diabetes. This is called risk stratification for case-finding. <p>GPs are able to identify individual patients from the risk stratified data when it is necessary discuss outcomes and consider preventative care. Where the risk stratification process has linked GP data to health data obtained from other sources i.e. from another health care provider, the GP will ask for your permission to access the details of that information.</p>
Safeguarding	<p>Advice and guidance will be provided to care providers to ensure that adult and children’s safeguarding matters are managed appropriately.</p> <p>Access to identifiable information will be shared in some limited circumstances where it is legally required for the safety of the individuals concerned.</p> <p>Further information regarding Adults and Children’s Safeguarding can be located here Safeguarding Children and Young Adult Safeguarding Adult</p>
Supporting medicines management	<p>The Medicines Management Team provides specialist expertise and appraisal of evidence at Individual Funding Requests (IFR) panels to support effective funding decisions by panel members. The team does not have access to patient identifiable data but may have has access to patient information relevant to the case e.g. age (not date of birth) to work-up cases in line with available clinical evidence</p>

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NCCG is committed to maintaining the confidentiality of your information and is also committed to complying with the recommendations of the Caldicott reports. This means it will share identifiable information if it is requested where NCCG is involved in your direct care and shared with those that have a legitimate care relationship with you.

There may be circumstances where we are required to share information about you owing to a legal obligation, such as for the benefit of public health in the event of a pandemic. Anyone who receives information from us is also under a legal duty to keep this information confidential.

What kinds of information we use

The information that we use in NCCG may be:

Personal data - This is defined within the Data Protection Act 1998 as “data relating to a living individual who is or can be identified either from the data or from the data in conjunction with other information that is in, or is likely to come into, the possession of the data controller”

Pseudonymised data – This occurs when data fields with identifiable data are replaced with artificial identifiers, or pseudonyms. For example a name is replaced with a unique number. The purpose is to render the data record less identifiable, whilst still retaining the usefulness and ability to re-identify individuals where necessary.

Anonymised information – This is information about individuals but with identifying details removed meaning the data cannot be tracked back to you. NCCG use this information to plan health care services. Specifically, it is used to:

- Check the quality and efficiency of the health services that NCCG commissions
- Prepare performance reports on the services commissioned
- Work what illnesses people will have in the future, so NCCG can plan and prioritise services and ensure these meet the needs of patients in the future.
- Review the care being provided to make sure it is of the highest standard

Aggregated information – anonymised information grouped together so that it cannot easily be put back together in order to identify individuals and is often reported as a numerical output.

Additional key definitions

Sensitive personal data is defined in section 2 of the Data Protection Act as personal data consisting of information relating to the data subject with regard to racial or ethnic origin; political opinions; religious beliefs or other beliefs of a similar nature; trade union membership; physical or mental health or condition; sexual life; the commission or alleged commission by the data subject of any offence; or any proceedings for any offence committed or alleged to have been committed by the data subject, the disposal of such proceedings or the sentence of any court in such proceedings.

Direct patient care is defined within the Caldicott Review as a clinical, social or public health activity concerned with the prevention, investigation and treatment of illness and the alleviation of suffering of individuals. It includes supporting individuals' ability to function and improve their participation in life and society.

Indirect patient care is defined within the Caldicott Review as activities that contribute to the overall provision of services to a population as a whole or a group of patients with a particular condition, but which fall outside the scope of direct care.

Explicit Consent occurs when a patient specifies the particular types of data they wish to be shared about them and the specific purposes for which the data may be used.

Implied Consent occurs when explicit consent has not been obtained, and instead consent is not expressly granted by a person, but rather implicitly granted, or inferred, by a person's actions and the facts and circumstances of a particular situation (or in some cases, by a person's silence or inaction).

Primary care data is considered to be data obtained from a range of primary care services such as GPs, dentists and community pharmacies.

Secondary care data is data from the secondary care sector, which includes acute NHS providers, community providers and mental health trusts.

Data controllers are the people who (either alone or jointly or in common with other persons) determine the purposes for which, and the manner in which, any personal data are, or are to be, processed.

A data processor is any person (other than an employee of the Data Controller) who processes data on behalf of the Data Controller. Through their ASH and DSCRO statuses, NELCSU act as data processors on behalf of NCCG.

When your information might be shared with other organisations

NCCG commissions a number of organisations to provide healthcare services to our local population. We may also share anonymised statistical information with providers for the purposes of improving local services, for example to understand how health conditions spread across our local area when compared against other areas. This is referred to as benchmarking.

In order for NCCG to perform its commissioning functions, information is shared from various organisations which include, but are not limited to:

- general practices,
- acute and mental health hospitals,
- other CCGs,
- community services,
- walk-in centres,
- nursing homes and
- Newham Social Care services.

The law provides some NHS bodies such as [NHS Digital](#), ways of collecting and using patient data that cannot identify a person to help Commissioners to design and procure the combination of services that best suit the population they serve.

We may also share information with NHS England and NHS Digital. If you do not want your information to be used for purposes beyond providing your direct care you can choose to opt-out. If you wish to do so, please inform your GP practice and they will mark your choice in your medical record. You can opt out of your data being used for some purposes. You can withdraw your opt-out choice at any time by informing your GP practice. More information is available on [NHS Digital Your personal information choices](#).

NHS Digital takes the responsibility for looking after care information very seriously. Please follow links on [how we look after information](#) for more detailed documentation.

NHS England recognises the importance of protecting personal and confidential information in all that we do, all we direct or commission, and takes care to meet its legal duties. Follow the links on the [How we use your information](#) page for more details.

There are some instances where patients cannot opt out of having their information shared and information may be shared without explicit or implied consent. These instances may include:

- Where there are sufficient safeguarding or vulnerability concerns
- To investigate claims of fraudulent behaviour
- Notifications of new births
- There is an overriding public interest in releasing or sharing information
- Where the sharing is mandated by law or court order.

In these cases, with the exception of notification of new births, permission to share must be given by our Caldicott Guardian, who is the senior person in NCCG with

responsibility for ensuring the protection of confidential patient and service user information.

NCCG is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, or administering public funds or where undertaking a public function in order to prevent and detect fraud. [Fraud Initiative Fair Processing Notice National Fraud Initiative: fair processing - Publications - GOV.UK](#)

NCCG also participate and engage with some data matching exercise with the Cabinet Offices National Fraud Initiative to prevent and detect fraud. Further information on the Cabinet Offices legal powers and reasons for matching information can be found on the following link: [National Fraud Initiative Cabinet Office Code of Conduct](#).

NCCG as a health care organisation is required to support the public sector, including police, in their work. This may include the provision of personal information about service users or staff. There are legal constraints to the information that may be shared depending on the circumstances further information is available on this link: [Disclosure of Personal Information to the Police](#)

NCCG have in place a Caldicott Guardian and Senior Information Risk Owner who have oversight of the handling of information within NCCG. Specialist advice is provided by the Information Governance Team within the [North and East London CSU](#) who help to ensure all legal requirements are met when handling information.

Your right to opt-out of information sharing

NCCG will not publish any information that identifies you or routinely disclose any information about you without your express permission, or obtaining your explicit consent.

There may be circumstances where we are required to share information about you owing to a legal obligation, such as for the benefit of public health in the event of a pandemic. Anyone who receives information from us is also under a legal duty to keep this information confidential.

You have the right to consent / refuse / withdraw consent to information sharing at any moment in time. There are possible consequences to not sharing but these will be fully explained to you to help you with making your decision.

There are two types of opt-out that you can make. There are **two** choices available to you:

- You can object to information about you leaving your GP Practice in an identifiable form for purposes other than your direct care, which means confidential information about you will not be shared with NCCG, NHS Digital or other organisation for any non-direct care purpose. This is referred to as a **'type 1' objection**.
- You can object to information about you leaving NHS Digital in identifiable form, which means confidential information about you will not be sent to anyone outside the NHS This is referred to as a **'type 2' objection**.

Information from other places where you receive care, such as hospitals and community services is collected nationally by the Health and Social Care Information Centre.

If you do not want information that identifies you to be shared outside your GP practice and/or with NHS Digital, **please speak to a member of staff at your GP practice to ask how to “opt- out”**.

The Practice will add the appropriate code to your records to prevent your confidential information from being used for non-direct care purposes. Please note that these codes can be overridden in special circumstances required by law, such as a civil emergency or public health emergency.

In both cases, it is still necessary for NHS Digital to hold information about you in order to ensure data is managed in accordance with your expressed wishes. Please see [Patient Objections Management](#) on the NHS Digital website for further information.

If you have questions about this, please speak to staff at your GP practice or call the NHS Digital’s dedicated patient information line on 0300 456 3531. If you have already given consent for your information to be shared, you have the right to change your mind and withdraw this consent at any time. The possible consequences will be fully explained to you, such as potential delays in receiving care where NCCG is required to make a funding decision.

Security of Information - What safeguards are in place?

It is everyone’s legal right to expect that information held and used about you is safe and secure, and is only used for the agreed purpose(s).

NCCG only use of information that may identify you will be in accordance with the Data Protection Act 1998. This requires that we process personal data only if there is a legitimate basis for doing so and that any such processing is fair and lawful.

Responsibility

NCCG's Governing Body are supported by a number of key roles within NCCG led by the Senior Information Risk Owner, who is accountable to the Governing Body in regards to information risk management within NCCG and the Caldicott Guardian who advises the Governance Body on specific issues relating to use of Patient Confidential Data (PCD). These roles have oversight of the handling of information within NCCG or by any support organisations we may buy services from.

The Caldicott Guardian for the NCCG is Chetan Vyas – Director of Quality and Development. Email address: - [Chetan Vyas@newhamccg.nhs.uk](mailto:Chetan.Vyas@newhamccg.nhs.uk)

The Senior Information Risk Owner from NCCG is Satbinder Sanghera. Email address: – Satbinder.Sanghera@newhamccg.nhs.uk

NELCSU provide administrative support for a number of CCG functions for several local CCGs. You can visit their website for further information [here](http://www.nelcsu.nhs.uk/)
<http://www.nelcsu.nhs.uk/>

Confidentiality and security of information

Everyone working for the NHS has a legal duty to keep information about you confidential and comply with the [Common Law Duty of Confidence](#). The information we do hold about you, whether in paper or electronic form, is therefore protected from unauthorised access. Under the [NHS Digital Code of Practice on Confidentiality Information](#), all our staff are also required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All NCCG staff receive annual training on how to do this. This is monitored by NCCG and can be enforced through disciplinary procedures.

NCCG, working with NELCSU ensures that information is held in secure locations with restricted access to authorised persons only. We protect any personal information that is held on our systems with encryption so that it cannot be accessed by those who do not have access rights.

Retention and destruction of records

All records held by NCCG will be kept for the duration specified by National guidance from the Department of Health, [NHS Records Management Code of Practice](#) and in line with local Information Governance Policies.

The [NHS Care Record Guarantee](#) is a commitment that all NHS organisations (and other organisations which provide NHS-funded care) will use your records in ways that respect your rights and promote your health and wellbeing.

The [NHS Constitution](#) establishes the principles and values of the NHS in England. It provides a summary of your legal rights and contains pledges that the NHS is committed to achieve, including certain rights and pledges concerning your privacy and confidentiality.

What are your rights?

Gaining access to the data we hold about you – Subject Access Request (SAR)

If you wish to have sight of, or obtain copies of your own personal healthcare records you will need to make a Subject Access Request (SAR) application to your **GP Practice, the hospital or the NHS organisation** which provided your healthcare.

Everyone has the right to see, or receive a copy of information held that can identify them, with some exceptions. You do not need to give a reason to see your information, but you may be charged a fee.

Access to your information held by NCCG

Under the terms of the Data Protection Act, you have the right to request a copy of any information NCCG hold about you as an individual. NCCG may charge a maximum fee of £50 for the provision of health record data it holds. The amount charged varies depending on how the health records are held:

- Held in a manual filing system or a combination of electronic and manual filing systems, a maximum of £50;
- Held electronically, a maximum of £10;
- Held in part on computer and in part on other media: a maximum of £10;
- Held entirely on other media: up to maximum £10 charge, unless the records have been added to in the last 40 days in which case there should be no charge.

To make a SAR please contact

Information Governance Team
North and East London Commissioning Support Unit
Clifton House
75-77 Worship Street
London EC2A 2DU

information.governance@nelcsu.nhs.uk

Complaints/Appeals about information use

In the event that you believe NCCG has not complied with the Data Protection Act, either in responding to a Subject Access Request or in the way we have processed your personal information, you have the right to make a complaint by contacting the NELCSU Patient Experience and Effectiveness Team who will handle your enquiry.

Patient Experience and Effectiveness Team
North and East London Commissioning Support Unit
Clifton House,
75-77 Worship Street, London EC2A 2DU
nelcsu.complaints@nhs.net

If you wish to raise a complaint or make an appeal to an independent body, you may do so by contacting the Information Commissioner's Office in writing to the following address:

Information Commissioners Office
Wycliffe House
Water Lane
WILMSLOW
Cheshire SK9 5AF
Enquiry Line: 01625 545700
www.ico.gov.uk

Further Information

If you would like to know more about how NCCG uses your information please use the [Contact Us](#) section of our website.

Freedom of information Request and Environmental Information Regulations (EIR)

The Freedom of Information Act (2000) and the Environmental Information Regulations (2004) gives every Individual the right to request information held by Government Agencies or on behalf of public authorities, promoting a culture of openness and accountability across the public sector.

Please note that a Freedom of Information Request and EIR requests are not a Subject Access Request.

What sort of information can I request?

In theory, you can request any information that NCCG holds, that does not fall under an exemption. You may not ask for personal information about yourself or other members of the public as that is covered by the Data Protection Act.

How do I make a request for information?

Your request must be in writing and can be either posted, faxed or emailed to NCCG. The service is managed by the team at NEL CSU.

For postal requests, please send to the following address:

FOI Team

NHS North and East London Commissioning Support Unit
Clifton House
75-77 Worship Street
London
EC2A 2EJ

FOI@newhamccg.nhs.uk

Can my request be refused?

Our commitment to publish information excludes any information which can legitimately be withheld under the exemptions set out in the NHS Openness Code or the Freedom of Information Act. Where individual classes of information are subject to exemptions, the main reasons are, for example, the protection of commercial interests and personal information under the Data Protection Act 1998. This applies to all classes within the Publication Scheme.

What information do we publish?

Under the FOIA, NCCG is required to have a publication scheme which sets out its commitment to make the following classes of information routinely available:

- who we are and what we do
- what we spend and how we spend it
- what are priorities are and how we are doing
- how we make decisions
- our policies and procedures
- lists and register
- the services we offer.

This will be updated shortly by the Information Commissioner's Office but in the meantime information is either available on NCCG's website or by contacting the FOI team whose contact details are given above.

More details can be found on the [Information Commissioner's Office](#) website.

Do I need to pay costs?

In most cases the cost of accessing information will be free, but for others there may be a charge. The charges will vary according to how the information is made available and the format. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisation's websites.

What about patient records?

There is a separate procedure and policy for accessing personal health records, whereby an individual can request either to see their record or to request a copy of their notes. If you want to access your GP medical records, you will need to contact

your GP surgery and arrange with them to either view your records or to request a copy of the records.

Withdrawing your consent

At the time when you registered at your GP practice you were informed that your information may be shared with other health care professionals and care providers where it is deemed necessary. If your GP has suggested further referral and you feel this is not necessary, you have a right to withdraw your consent with the GP at the point of referral.

Before you are provided with care or treatment the health care professional will ask for your consent to view your information, you have a right to withdraw your consent at this point. Note if you withdraw consent at this stage the Health care professional will not be able to proceed with providing you the care that is necessary.

Comments and Complaints

Comments and Complaints

Making a complaint is one way that helps organisations to learn lessons from their mistakes and to prevent them from happening to anyone else.

How can I make a complaint?

You can make a complaint in writing, by email, over the telephone or in person. Your complaint should be made as soon as possible. This should be within a year of the event. You can make a complaint on your own or on behalf of someone else if you have their permission.

Who should I contact with my complaint?

This depends on which NHS service you want to make a complaint about:

Hospitals and Community Services

Newham University Hospital

Formal complaints should go to the central Barts Health complaints team on 0207 480 4776 or 0207 480 4719 or by email to complaints@bartshealth.nhs.uk. All details about making a complaint can be found on the [Barts Health](#) website.

Any comments, advice, request for support or feedback should go to the central PALS team on Tel: 020 3594 2040 or by email: pals@bartshealth.nhs.uk. All details for the PALS service can be found on the [Barts Health website](#).

Mental Health and Community Services

If you need information, advice or support about mental health and community services such as a health centre, physiotherapy or podiatry service and don't know where to turn, you can contact East London NHS Foundation Trust's Patient and Advice Liaison Service (PALS) by email palsandcomplaints@eastlondon.nhs.uk or freephone: 0800 783 4839

Doctor (GP), dentist, pharmacist or optometrist

If you want to make a complaint or comment about a GP, dentist, pharmacist or optometrist, please contact the practice directly in the first instance. If you are unable to resolve the issue, then contact the NHS England Customer Contact Centre on 0300 311 2233 or email england.contactus@nhs.net. You can also write to: NHS England, PO Box 16728, Redditch, B97 9PT.

NCCG and the services it commissions

If you have a complaint relating to the way an NHS service has been commissioned, or you have been directly affected by a commissioning decision made by us, please contact the NEL CSU Patient Experience and Effectiveness Team, which is an NHS organisation who manage the complaints process on our behalf. They can be contacted on 020 3688 1666 or email: nelcsu.complaints@nhs.net

Can I get help and support with making my complaint?

If you need support in making a complaint about a NHS service, contact VoiceAbility who provide a free and independent service that can help you make a complaint about a NHS service:

e: nhscomplaints@voiceability.org

t: 0300 330 5454

Text phone: 0786 002 2939

f: 0330 088 3762

w: <http://nhscomplaintsadvocacy.org/>

What will happen once I make my complaint?

Complaints will be dealt with in a manner that is proportional to the issues raised. Your complaint will be investigated and the NHS organisation responsible will aim to resolve the concerns and, where needed, will take action to prevent the incident from happening again.

Will my complaint remain confidential?

Your right to confidentiality will be respected throughout the investigation. However, there may be times when we need to share information without your consent, for example to protect children and vulnerable adults.

What if I am still not satisfied?

If you are unhappy with the response to your complaint you should contact the service directly to see if they can look into the case further. You also have the right to

take your complaint to the Health Service Ombudsman. There are time limits for taking a complaint to the Ombudsman, although the Ombudsman can waive them if it is perceived that there is good reason to do so. You can contact their helpline on 0345 015 4033 or phso.enquiries@ombudsman.org.uk

Further information is also available at www.ombudsman.org.uk. You can write to the Ombudsman at: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

Local initiatives

Health professionals in your local area who look after you can also need to share your information. This means that whoever you see will have access to your records so you don't have to repeat your medical history every time you see someone new. It also means that you have treatment and care based on up to date records, no duplicate tests or unnecessary hospital stays and that your data can be analysed, known as risk stratification, to assess whether you would benefit from other services to manage long term conditions such as asthma or diabetes.

National initiatives

Summary Care Record

The Summary Care Record (SCR) is a national system available to the NHS staff caring for you anywhere in England. It contains the following information to support your care in an emergency:

- Any medicines you are taking
- Any allergies you have
- Any bad reactions to medicines you have had

In England, over 10 million patients already have a Summary Care Record.

As a patient you have a choice:

- **Yes** - I would like a Summary Care Record – you do not need to do anything and a Summary Care Record will be created for you. Healthcare staff will ask your permission before they look at your record, except in certain circumstances for example if you are unconscious.
- **No** - I do not want a Summary Care Record – included with the letter you will receive is a freepost opt out form. This form should be completed, sealed and returned, or alternatively given to your GP practice. Additional copies of the opt-out form can be picked up from your GP practice or requested from the dedicated NHS Summary Care Record Information Line on 0300 123 3020.

Please visit the [NHS Care Records](http://www.nhs.uk/summary-care-records) website for further information.

Further Information

If you would like to know more about how NCCG uses your information please use the [Contact Us](#) section of our website.

Access to more information

Below are links to more information about your rights and the ways that the NHS uses personal information:

NHS Digital [**Guide to confidentiality in health and social care.**](#)

The NHS England website for more information on personal information usage and why it is used can be found at www.england.nhs.uk

The [**Confidentiality Advisory Group**](#) who approve Section 251 applications and provide independent expert advice to the HRA (for research applications) and the Secretary of State for Health (for non- research applications) on whether applications to access patient information without consent should or should not be approved.

NHS England advice for CCGs and GPs [**on information governance and risk stratification.**](#)

[**Health and Social Care Information Centre**](#) - guidance on their data collections.

[**Health Research Authority**](#) - Health Research Authority for advice on research