**Who we are**

The Herefordshire & Worcestershire Shared Care Record allows health and social care professionals to view the most up-to-date information about you so they can give you better, safer care.

Partner health and social care organisations will make the information they hold on you available for professionals to view through the Shared Care Record. These organisations provide health and social care services in the following areas:

• Birmingham and Solihull

• Coventry and Warwickshire

• Herefordshire and Worcestershire.

They include local GP practices, hospitals, NHS 111, community, mental health, ambulance and social care services.

The health and social care partners involved follow the law on keeping your information confidential. The laws they must abide by are the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Each is also registered with the Information Commissioner’s Office (ICO) as a data controller – an organisation that decides what information is collected and why, and how it is handled. The partners will be joint data controllers for any personal, or special categories of personal information they handle.

This privacy notice explains how your personal information will be used, what for, who will be able to see it and why.

**What will your personal information be used for?**

Allowing health and social care professionals involved in your care to view your records helps them understand your needs and make the best decisions with you, and for you.

It means:

• you won’t have to repeat your details every time you need care

• clinicians will be able to see what medications you’re taking and if you have any allergies, making your treatment safer

• they’ll also be able to make better decisions about your care by knowing your recent history – things such as tests, scans, results and prescriptions

• you won’t have to explain your social care support to health professionals

• you’ll get more efficient treatment because clinicians won’t have to wait for other organisations to forward your information by letter or phone

• your care will be more joined up wherever you need it in Birmingham and

Solihull, Coventry and Warwickshire or Herefordshire and Worcestershire.

**What information will health and social care professionals be able to see?**

The information that will be available for professionals at our partners to view through the Shared Care Record is shown below. We have split this between

‘healthcare’ and ‘social care’ to show the kind of information each partner organisation will be able to look at.

**Healthcare**

• Information such as your name, address, date of birth and NHS number

• People to contact in an emergency

• Social care assessment information

• Care providers and the services you’ve used

• Any safeguarding information designed to protect you

• Your legal status for being in the UK

• Any conditions or illnesses you’ve been diagnosed as having

• Any operations you’ve had

• Your medication

• Any alerts or risks relevant to your care

• Your medical and maternity history

• Any birth and neonatal details

• Records of care you’ve had as an inpatient or outpatient

• Your appointments

• Documents such as discharge summaries, clinical letters, care plans, risk assessments and referrals

• Results of investigations, scans and laboratory tests

• Reports such as those from radiology scans or X-rays

• Examinations, for instance to check your blood pressure

• Trials or studies you might be part of

• If you’ve been sectioned under the Mental Health Act

• Details of supportive care, such as your end-of-life preferences

**Social care**

• Information such as your name, address, date of birth and NHS number

• People to contact in an emergency

• Social care assessment information

• Care providers and the services you’ve used

• Any safeguarding information designed to protect you

• Your legal status for being in the UK

• Any conditions or illnesses you’ve been diagnosed as having

• A summary of the care you’ve had from a service, such as a hospital, when your care with that service is finished

• Details of supportive care, such as your end-of-life preferences

• Your assessment information such as care plans, risk assessments, date of last assessments/review/visit, housing status, immigration status

**Our lawful basis for processing your information**

Each partner organisation is responsible for the information they view, or make available to view, through the Shared Care Record. This includes personal records and special category information they hold in their records.

All the partners that can view your information must follow the law to make sure they always handle your personal information in a lawful way. What they have to do depends on the care or service you need.

Our lawful bases are:

**NHS trusts/local authorities/primary care (GPs)/** Integrated care boards (ICBs))

(to the extent that ICBs have access to shared personal data to provide integrated care):

• Provision of health/social care (Art 6(1) (e) UK GDPR, 9(2)(h) UK GDPR, in combination with Section 10 (1)(c) and any relevant condition in Schedule 1, Part 1 of the DPA 2018.

**NHS trusts/primary care (GPs):**

• Vital interests (situation of ‘life or death’) (Art 6(1)(d) and 9(2) (c) UK GDPR.

**NHS trusts/local authorities/primary care (GPs)/** Integrated care boards (ICBs)) (to the extent that ICBs have access to shared personal data to provide integrated care):

• Safeguarding of vulnerable adults and children (Art 6(1) (c), 9(2) (g) UK GDPR in combination with Section 10(3) and Schedule 1, Part 2, condition 18 of the DPA 2018.

**Who do we allow to view your personal information?**

Here’s a full list of all our partners who can view your information through the Shared

Care Record when needed for your care.

**Partner organisations**

**Birmingham and Solihull (BSOL) ICS**

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| **Name of Provider Organisations/Local Authorities/Integrated Care Boards**  |
| University Hospitals Birmingham NHS Foundation Trust | Birmingham Community Healthcare NHS Foundation Trust  |
| NHS Birmingham and Solihull Integrated Care Board | Birmingham City Council |
| Birmingham Women's and Children's Hospital NHS Foundation Trust | Solihull Metropolitan Borough Council |
| Royal Orthopaedic Hospital NHS Foundation Trust  | Birmingham Children's Trust |
| Birmingham & Solihull Mental Health NHS Foundation Trust |  |
| **Birmingham and Solihull GP Surgeries** |
| ASHFIELD SURGERY | GREEN RIDGE SURGERY | OAKWOOD SURGERY |
| THE HAWTHORNS SURGERY | POPLAR PRIMARY CARE CENTRE | SPRINGFIELD SURGERY |
| THE MANOR PRACTICE | WAKE GREEN SURGERY | STRENSHAM ROAD SURGERY |
| BALSALL HEATH HEALTH CENTRE (S) | YARDLEY WOOD HEALTH CENTRE | THE BALAJI SURGERY, THE SPARKBROOK CHC |
| DR WALJI AND COLLEAGUES | COTTERILS LANE SURGERY | THE HEALTH XCHANGE |
| FERNLEY MEDICAL CENTRE | PAK HEALTH CENTRE | WEATHER OAK MEDICAL CENTRE |
| FIRSTCARE PRACTICE | PEARL MEDICAL CENTRE | DRUIDS HEATH SURGERY |
| HIGHGATE MEDICAL CENTRE | SALTLEY AND FERNBANK MEDICAL PRACTICE | MAYPOLE HEALTH SURGERY Y |
| SPRINGFIELD MEDICAL PRACT | THE ST.CLEMENTS SURGERY | MOOR GREEN LANE MED.CTR. |
| THE BROOK SURGERY | YARDLEY MEDICAL CENTRE | VICARAGE ROAD SURGERY |
| THE HILL GP PRACTICE | DR KHUROO'S PRACTICE | SOLIHULL HEALTHCARE PARTNERSHIP |
| BUCKLANDS END LANE SURGERY | DR SN CLAY AND PARTNERS | ARDEN MEDICAL CENTRE |
| CHURCH LANE - KHAN | EDEN COURT MEDICAL PRACTICE | BALSALL COMMON & MERIDEN GROUP PRACTICE |
| DRUID GROUP | RESERVOIR ROAD SURGERY | DORRIDGE SURGERY |
| OMNIA PRACTICE | SHAH ZAMAN SURGERY | HAMPTON SURGERY |
| YARDLEY GREEN MEDICAL CENTRE | SUTTON ROAD SURGERY | GRAFTON ROAD SURGERY |
| GARRETTS GREEN LANE SURGERY | ARRAN MEDICAL CENTRE | HOBS MOAT MEDICAL CENTRE |
| IRIDIUM MEDICAL PRACTICE, RICHMOND PCC | BOSWORTH MEDICAL CENTRE | RICHMOND MEDICAL CENTRE |
| SMALL HEATH MEDICAL PRACTICE | CHESTER ROAD SURGERY | ST. MARGARETS MEDICAL PRACTICE |
| THE POOLWAY MEDICAL CENTRE | COVENTRY ROAD PRACTICE | COFTON MEDICAL CENTRE |
| THE SHELDON MEDICAL CENTRE | CROFT MEDICAL CENTRE | FRANKLEY HEALTH CENTRE |
| THE SWAN MEDICAL CENTRE | DOWNSFIELD MEDICAL CENTRE | HAWKESLEY MEDICAL PRACTICE |
| VICTORIA ROAD SURGERY | GREEN LANE SURGERY | HOLLYMOOR MEDICAL CENTRE |
| BG HEALTH | KINGSHURST MEDICAL PRACTICE | KEYNELL COVERT |
| BG HEALTH & GRANTON MEDICAL CENTRE | MANOR HOUSE LANE SURGERY | KINGS NORTON SURGERY |
| ST HELIERS MEDICAL PRACTICE | PARKFIELD MEDICAL CENTRE | LEY HILL SURGERY |
| WOODLAND ROAD SURGERY | ROWLANDS ROAD SURGERY | NORTHWOOD MEDICAL CENTRE |
| WYCHALL LANE SURGERY | THE CASTLE PRACTICE | SHENLEY GREEN SURGERY |
| HALL GREEN HEALTH | BOURNVILLE SURGERY | WEST HEATH PRIMARY C CTR |
| NORTHBROOK HEALTH CENTRE | FEATHERSTONE MEDICAL CENTRE | WEST HEATH SURGERY |
| SWANSWELL MEDICAL CENTRE | KINGSFIELD MEDICAL CENTRE | SUTTON COLDFIELD GROUP PRACTICE |
| BATH ROW MEDICAL PRACTICE | MOSELEY MEDICAL CENTRE | ALPHA MEDICAL PRACTICE |
| KARIS MEDICAL CENTRE | RIVER BROOK MEDICAL CENTRE | ALUM ROCK MEDICAL CENTRE |
| THE WAND MEDICAL CENTRE | SELLY OAK HEALTH CENTRE | AMAANAH MEDICAL PRACTICE |
| APOLLO SURGERY | SELLY PARK SURGERY | GATE MEDICAL CENTRE |
| AYLESBURY SURGERY | UNIVERSITY SOUTHGATE PRACTICE | GREENFIELD MEDICAL CENTRE |
| HILLCREST SURGERY | LORDSWOOD HOUSE GROUP MEDICAL PRACTICE | HAMD MEDICAL PRACTICE |
| KINGSTANDING CIRCLE SURGERY | RIDGACRE HOUSE SURGERY | NASEBY MEDICAL CENTRE |
| PERRY PARK SURGERY | CHURCH ROAD SURGERY | OAKLEAF |
| TUDOR PRACTICE STOCKLAND GREEN | FIRS SURGERY | WARD END MEDICAL CENTRE |
| GPS HEALTHCARE | HODGE HILL FAMILY PRACTICE | BARTLEY GREEN MEDICAL PRACTICE |
| BOURNBROOK VARSITY MEDICAL CENTRE | MIRFIELD SURGERY | JIGGINS LANE MEDICAL CENTRE |
| HARBORNE MEDICAL PRACTICE | SCHOOLACRE ROAD SURGERY | LEACH HEATH MEDICAL CENTRE |
| SHERWOOD HOUSE MEDICAL PRACTICE | THE HARLEQUIN SURGERY | MILLENNIUM MEDICAL CENTRE |
| UNIVERSITY MEDICAL PRACTICE | BORDESLEY GREEN SURGERY | WEOLEY PARK SURGERY |
| BLOOMSBURY SURGERY | CHARLES ROAD SURGERY | WOODGATE VALLEY HEALTH CENTRE |
| COLLEGE ROAD SURGERY | COVENTRY ROAD MEDICAL CENTRE | AL-SHAFA MEDICAL CENTRE |
| COTMORE SURGERY | SURGERY AUBERY ROAD | BURBURY MEDICAL CENTRE |
| KINGSBURY ROAD MEDICAL CENTRE | THE KHATTAK MEMORIAL SURGERY | CAVENDISH MEDICAL PRACTICE |
| NECHELLS PRACTICE | THE LIMES MEDICAL CENTRE | CITY HEALTH CENTRE |
| THE DOVE MEDICAL PRACTICE | THE PARK MEDICAL CENTRE | DR KULSHRESTHA FAMILY PRACTICE |
| THE OAKS MEDICAL CENTRE | ACOCKS GREEN MEDICAL CENTRE | FINCH ROAD PRIMARY CARE CENTRE |
| MIDLANDS MEDICAL PARTNERSHIP | CRANES PARK ROAD SURGERY | QUESLETT MEDICAL CENTRE |
| BALDWINS LANE SURGERY | GREET MEDICAL PRACTICE |  |
| The following organisations are geographically outside BSol, but are already signatory to the BSol ShCR DSA and will also be signatory to the Collaborative ShCR |
| Black Country Healthcare Trust | West Midlands Ambulance Services |

**Coventry and Warwickshire (C&W) ICS**

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| **Name of Provider Organisations/Local Authorities/ Integrated Care Boards** |
| South Warwickshire NHS Foundation Trust | NHS Coventry and Warwickshire Integrated Care Board |
| George Elliot Hospital NHS Trust  | Primary Care Warwickshire |
| Coventry and Warwickshire NHS Partnership Trust | Warwickshire County Council |
| University Hospitals Coventry and Warwickshire NHS Trust | Coventry City Council |
| Coventry and Warwickshire GP Surgeries |
| POOL MEDICAL CENTRE | FENNY COMPTON SURGERY |
| SHENINGTON SURGERY | AVONSIDE HEALTH CENTRE |
| CASTLE MEDICAL CENTRE | BRIDGE HOUSE MEDICAL CENTRE |
| CROFT MEDICAL CENTRE | BISHOPS TACHBROOK |
| LISLE COURT MEDICAL CENTRE | CLARENDON LODGE MEDICAL PRACTICE |
| GAINSBOROUGH HALL  | BIDFORD HEALTH CENTRE |
| ROTHER HOUSE MEDICAL CENTRE | ROSEBIRD SURGERY |
| HENLEY-IN-ARDEN MEDICAL CENTRE | SHIPSTON MEDICAL CENTRE |
| SOUTHAM SURGERY | PRIORY MEDICAL CENTRE |
| BRESE AVENUE SURGERY | CAPE ROAD SURGERY |
| CUBBINGTON ROAD SURGERY | HASTING HOUSE SURGERY |
| KINETON PHARMACY | WATERSIDE MEDICAL CENTRE |
| ABBEY MEDICAL CENTRE | SHERBOURNE MEDICAL CENTRE |
| TRINITY COURT SURGERY | CLAVERDON SURGERY |
| HARBURY SURGERY | BISHOPS ITCHINGTON |
| TANWORTH IN ARDEN MEDICAL CENTRE | ALCESTER HEALTH CENTRE |
| SPA MEDICAL CENTRE | ARROW SURGERY |
| KINETON SURGERY (VALE OF RED HORSE) | TYSOE SURGERY |
| CHASE MEADOW HEALTH CENTRE | WHITNASH MEDICAL CENTRE |
| MEON MEDICAL CENTRE | BUDBROOKE MEDICAL CENTRE |
| WARWICK GATES FAMILY HEALTH CLINIC | LAPWORTH SURGERY |
| ST WULFSTAN SURGERY |  |

**Herefordshire and Worcestershire (H&W) ICS**

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| **Name of Provider Organisations/Local Authorities/ Integrated Care Boards** |
| NHS Herefordshire and Worcestershire Integrated Care Board | Herefordshire Council |
| Worcestershire Acute Hospitals NHS Trust | St Richard's Hospice Foundation, Worcester |
| Wye Valley Acute Hospitals NHS Trust | Primrose Hospice, Bromsgrove |
| West Midlands Ambulance Service NHS Trust | St Michael’s Hospice Hereford |
| Herefordshire and Worcestershire Health and Care NHS Trust | Wyre Forest, KEMP Hospice  |
| Worcestershire County Council |  |
| **Herefordshire and Worcestershire GP Surgeries** |
| ALTON STREET SURGERY | ALBANY HOUSE SURGERY | KIDDERMINSTER MEDICAL CENTRE |
| BELMONT MEDICAL CENTRE | AYLMER LODGE COOKLEY PARTNERSHIP | KNIGHTWICK SURGERY |
| CANTILUPE SURGERY | BARBOURNE HEALTH CENTRE | MALVERN HEALTH CENTRE |
| HAMPTON DENE (BRANCH) | BARN CLOSE SURGERY | MAPLE VIEW MEDICAL PRACTICE - PLANNING MERGER 1.4.21 |
| COLWALL SURGERY | BARNT GREEN SURGERY | MERSTOW GREEN MEDICAL PRACTICE  |
| CRADLEY SURGERY | BEWDLEY MEDICAL PRACTICE | NEW COURT SURGERY  |
| FOWNHOPE MEDICAL CENTRE | BREDON HILL SURGERY | NEW ROAD SURGERY, BROMSGROVE |
| EWYAS HAROLD  | CATSHILL SURGERY | NEW ROAD SURGERY, RUBERY |
| PETERCHURCH (BRANCH) | CHADDESLEY CORBETT SURGERY | NORTHUMBERLAND HOUSE SURGERY |
| STATION MEDICAL CENTRE | CHURCH STREET SURGERY | OMBERSLEY MEDICAL CENTRE |
| QUAY HOUSE MEDICAL CENTRE | CHURCHFIELDS SURGERY | PERSHORE MEDICAL PRACTICE |
| CREDENHILL  | CORBETT MEDICAL PRACTICE, THE | RIDGEWAY SURGERY |
| SOUTH WYE MEDICAL CENTRE  | CORNHILL SURGERY | RIVERSIDE SURGERY |
| BOBBLESTOCK SURGERY | CRABBS CROSS MEDICAL CENTRE | SALTERS MEDICAL PRACTICE |
| THE KINGSTONE SURGERY | CRABBS CROSS SURGERY | SEVERN VALLEY MEDICAL PRACTICE |
| KINGTON MEDICAL PRACTICE | DAVENAL HOUSE SURGERY | SPA MEDICAL PRACTICE |
| ST KATHERINE'S SURGERY NOW LEDBURY HEALTH PARTNERSHIP MERGED 1.8.20 | DEMONTFORT MEDICAL CENTRE | SPRING GARDENS MEDICAL PRACTICE |
| LEDBURY HEALTH PARTNERSHIP -PUGH'S BUILDING | ELBURY MOOR MEDICAL CENTRE | ST JOHNS HOUSE MEDICAL CENTRE |
| MUCH BIRCH SURGERY | ELGAR HOUSE SURGERY | ST JOHN'S SURGERY |
| NUNWELL SURGERY | FARRIER HOUSE SURGERY | ST MARTINS GATE SURGERY |
| PENDEEN SURGERY | GLEBELANDS SURGERY | ST SAVIOURS SURGERY |
| THE MARCHES SUGERY | GREAT WITLEY SURGERY | ST STEPHEN'S SURGERY - PLANNING MERGER 1.4.21 |
| THE BODENHAM SURGERY | GREY GABLE SURGERY | STANMORE HOUSE SURGERY |
| KINGSLAND SURGERY  | HAGLEY SURGERY | TENBURY SURGERY |
| MORTIMER MEDICAL CENTRE - LEINTWARDINE SURGERY | HARESFIELD SURGERY | THE BRIDGE SURGERY |
| ORLETON SURGERY (BRANCH) | HILLVIEW MEDICAL CENTRE | THE DOW SURGERY |
| WARGRAVE HOUSE SURGERY | HOLLYOAKS MEDICAL CENTRE | THORNELOE LODGE SURGERY |
| WEOBLEY SURGERY | HOLLYWOOD MEDICAL PRACTICE | UPTON SURGERY |
| STAUNTON-ON-WYE SURGERY (BRANCH) | WINYATES SURGERY | WESTFIELD SURGERY |
| WESTFIELD WALK SURGERY | WOLVERLEY SURGERY | WHITEACRES MEDICAL CENTRE |
| ABBEY MEDICAL PRACTICE | STOUPORT HEALTH CENTRE - NOW MERGED WITH YORK HOUSE. 1.11.20NEW NAME STOUPORT MEDICAL CENTRE | TAURUS HEALTHCARE LTD - HEREFORDSHIRE |
| ABBOTTSWOOD MEDICAL CENTRE | YORK HOUSE MEDICAL CENTRE - NOW MERGED WITH STOUPORT HC.NEW NAME STOUPORT MEDICAL CENTRE | PRACTICE PLUS GROUP  |

**How long do we keep your records?**

Each partner organisation keeps its own record of the care you’ve received from it in line with ‘The Records Management Code of Practice for Health and Social Care’ guidance. None of your personal information (including your healthcare information) is kept in the Shared Care Record – it is only made available for health or social care professionals to view. To fulfil your ‘right to object’ (please see the next section), the Shared Care Record will keep limited information about you, such as your name,

date of birth and NHS number. This will ensure that, where you have objected, no health or care professional will be able to view your records through the Shared Care

Record. They will see only the electronic information recorded on their own organisation’s system for the care you have received there.

**Your rights**

You have the right to:

1. Object to your information being available for health and social care professionals to view through the Shared Care Record.

2. Complain to the Information Commissioner’s Office if you are unhappy with the way we are handling your information. See below for details of how to do this.

Contact your relevant health or care provider to:

1. ask to see the personal information they hold about you

2. ask them to change information they hold about you if it is wrong.

If you would like to object to your records being made available for professionals to view through the Shared Care Record, you can find out how to do so on our ‘right to object’ page: [https://herefordshireandworcestershireccg.nhs.uk/health- services/shared-care-record/right-to-object](https://herefordshireandworcestershireccg.nhs.uk/health-services/shared-care-record/right-to-object)

If you are aged 16 or above, we will process your ‘right to object’ form by carrying out our normal checks on the details you have given us.

From the age of 13 to 16, we will consider your right to object if your form has been signed on your behalf by someone with parental responsibility.

If it has not, we will ask a recognised health or care professional if they consider you to be competent to make such a decision.

If you are under the age of 13, we will only consider your right to object if your form has been signed on your behalf by someone with parental responsibility.

**Complaints**

You have the right to complain if you are unhappy with the way your information is handled, or disagree with your healthcare provider’s decision about your information. In these circumstances you can contact the healthcare provider and ask them to look again at the decision.

If you are not happy with any decision your healthcare provider makes, you can contact the Information Commissioner’s Office at:

Information Commissioner’s Office

Wycliffe House Water Lane Wilmslow

Cheshire, SK9 5AF

Telephone: 0303 123 1113 (local rate) Telephone: 01625 545 745 (national rate) Fax: 01625 524 510

Email: casework@ico.org.uk