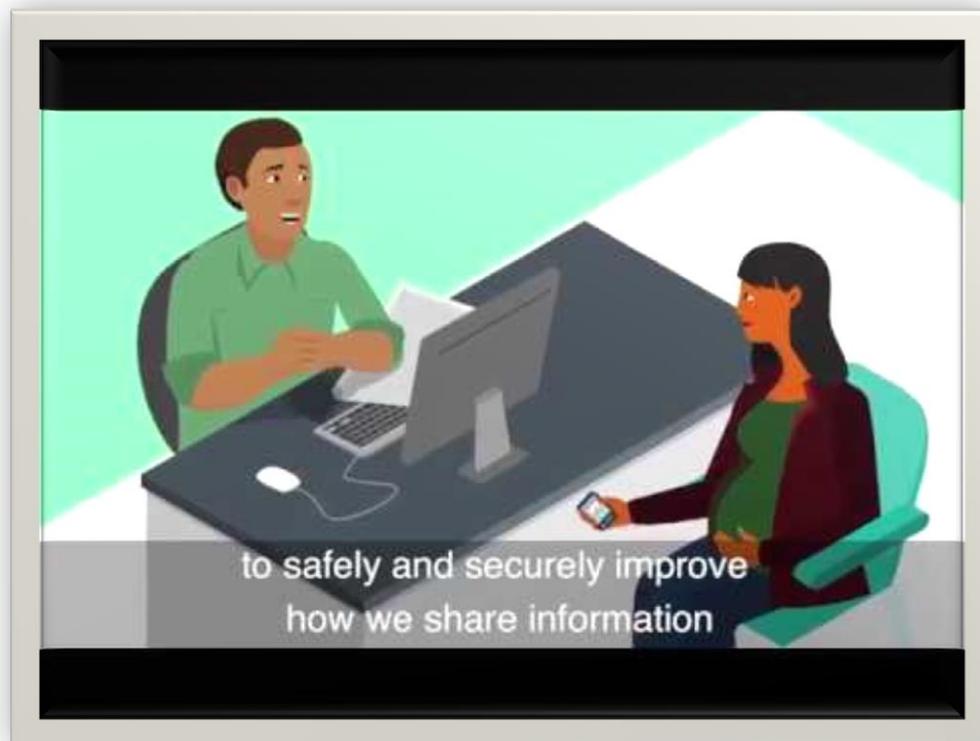


# Sharing your information to improve your care

## Introduction

WSIC refers to the Whole Systems Integrated Care Programme, and is sometimes referred to as WSIC, WSIC Dashboard, WSIC Integrated Care Record. It is an electronic record used by health and care professionals to record key information about your care. It's different from previous records as all the health and social care teams involved in your care can share a summary of relevant information from your health and social care records, providing a joined-up history of your care. The record holds your contact details, your date of birth and your NHS number, as well as details about your health and treatment.



## Who are we?

WSIC has been established by health and social care provider (e.g. GPs, hospitals, mental health and community providers, and social services) from across North West London. For the purposes of the Data Protection Act, these partners collectively form the North West London Collaboration Partners and are the data controllers for WSIC. More information on the North West London Collaboration Partners, who they are and what they do can be found at the following links on their website:

- The Partners: <http://integration.healthnorthwestlondon.nhs.uk/about-us/our-partners>
- The Programme: <http://integration.healthnorthwestlondon.nhs.uk/about-us>
- Governance: <http://integration.healthnorthwestlondon.nhs.uk/informatics>
- Contact Details: <http://integration.healthnorthwestlondon.nhs.uk/contact>

You can contact the Data Protection Officer at [nwlccgs.WSIC.dashboards@nhs.net](mailto:nwlccgs.WSIC.dashboards@nhs.net) or via our [postal address](#). Please mark your correspondence with 'Data Protection Officer'. [You can find more information about the role of the DPO here.](#)

### How we collect your data

If your health or care organisation is part of the WSIC programme (see <http://integration.healthnorthwestlondon.nhs.uk/about-us>) then data will be automatically extracted from your health and/or care records, and processed to create an 'integrated record'. Any organisation who participates in the programme will have agreed, and be bound by the terms of the [North West London Digital Information Sharing Agreement](#) and data will be processed according to the [North West London Information Sharing Protocol](#).

You don't need to do anything for this to happen. This is because your health and/or care organisation have legal responsibilities under the Health and Social Care (Safety and Quality) Act 2015 to share information where this will facilitate care for an individual.

Each organisation also has responsibilities under the Data Protection Act 2018, the General Data Protection Regulation 2016 (GDPR), Human Rights Act 1998, and the Common Law Duty of Confidentiality to maintain your privacy and keep your data safe. WSIC has been established under Article 6(1)(e) 'Public Interest' and the exemptions of Article 9 (2)(h) 'Healthcare management purposes' has made efforts to ensure sharing is reasonably expected by the public (there should be notices in your GP practice, NHS hospital or community provider) and with the appropriate technical and organisational controls in place to secure your information.

You do have a choice whether you want this to continue or you would like to opt out. Details on this are provided in the '[Can I Opt-out?](#)' section below.

### What data do we collect?

The information collected includes your name, address, postcode, your date of birth and your NHS number, as well as details of your health and treatment.

*Your Name	Example
<ul style="list-style-type: none"> <li>*NHS number</li> <li>*Date of birth</li> <li>*GP and hospital records</li> <li>*Health and wellbeing information relevant to their care</li> <li>*Medication and allergies</li> <li>*Appointments, treatment and care</li> <li>*Social or mental health information relevant to your care</li> <li>*Test results</li> </ul>	<ul style="list-style-type: none"> <li>*NHS: 8463211567</li> <li>*DOB: 20/05/1845</li> <li>*Hospital records: A&amp;E visit 13/06/1873</li> <li>*Long term condition: Diabetes</li> <li>*Medication: M&amp;M, 3xdaily for 2 weeks</li> <li>*Apt: Geriatrician, Imperial 01/04/1882</li> <li>*Service user: Mental health user</li> <li>*Test results: Blood pressure 120/80mmHg</li> </ul>

Please get in touch if you would like to learn more detail about the information that is collected to create your integrated care record:

**Email:** [nwlccgs.WSIC.dashboards@nhs.net](mailto:nwlccgs.WSIC.dashboards@nhs.net)

**In writing:** WSIC Dashboards Team, 1st Floor, 15 Marylebone Road, London, NW1 5JD

### **How we use your information**

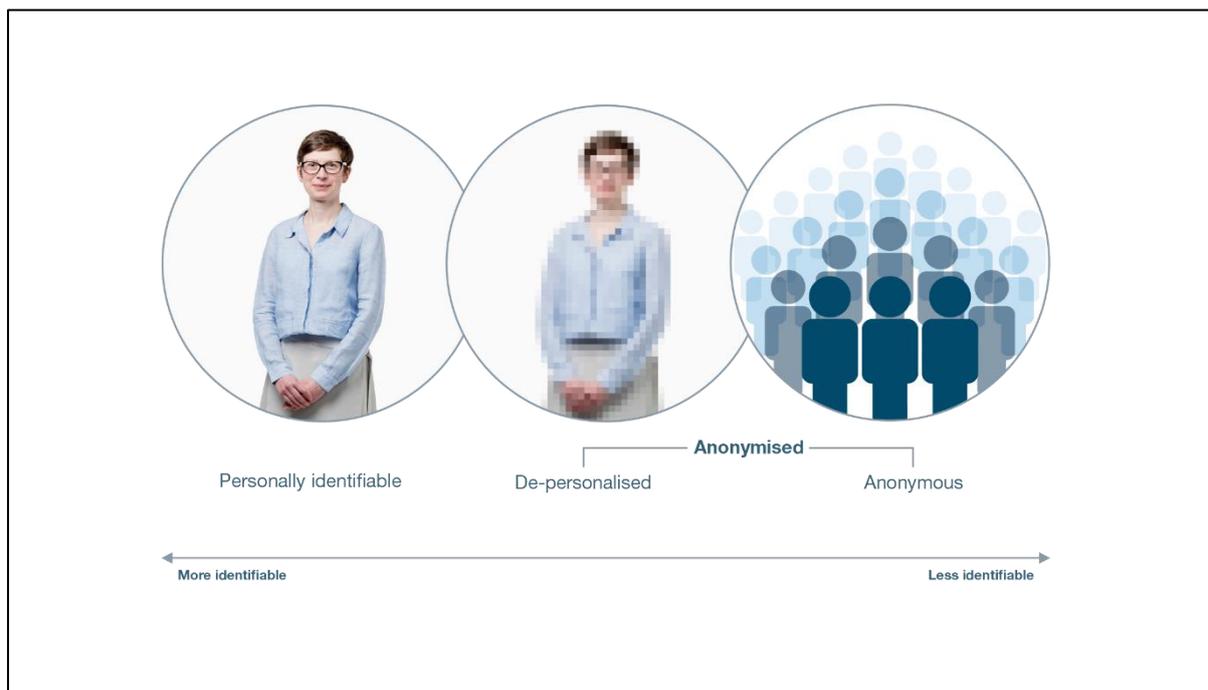
This information is collected to produce an electronic record or dashboard of key information about your care. It provides a joined-up view of your care and allows your health and care team to access a complete picture of your care wherever they are, making the treatment you receive safer and more accurate. Medication history, diagnosis, alerts and allergies are among key information shared among all your care organisations and means that:

- You won't have to explain your medical history over and over again to different people
- You won't need to repeat details about your medications, treatments or medical history every time you see a new health or care professional; and
- You can be more involved in decisions about your care to support your health and well-being.

[Click here to hear our patient stories and to find out more about why integrated care is so important to people and their families.](#)

Your data is also used to support the improvement of health and care services across North West London. Researchers, doctors and people running health services use small amounts of information which doesn't directly identify you to understand how our health is changing and the best ways to plan services, monitor safety and evaluate NHS policy. This information is called 'de-personalised data'. They **won't be able to identify you** from this information. De-personalised data is information about your care. It doesn't include:

- Name
- Date of birth
- Phone number
- Email
- Address
- NHS Number



You can find out more about de-personalised data and how data is used in the NHS at: <https://understandingpatientdata.org.uk>

### **Improving health and care services**

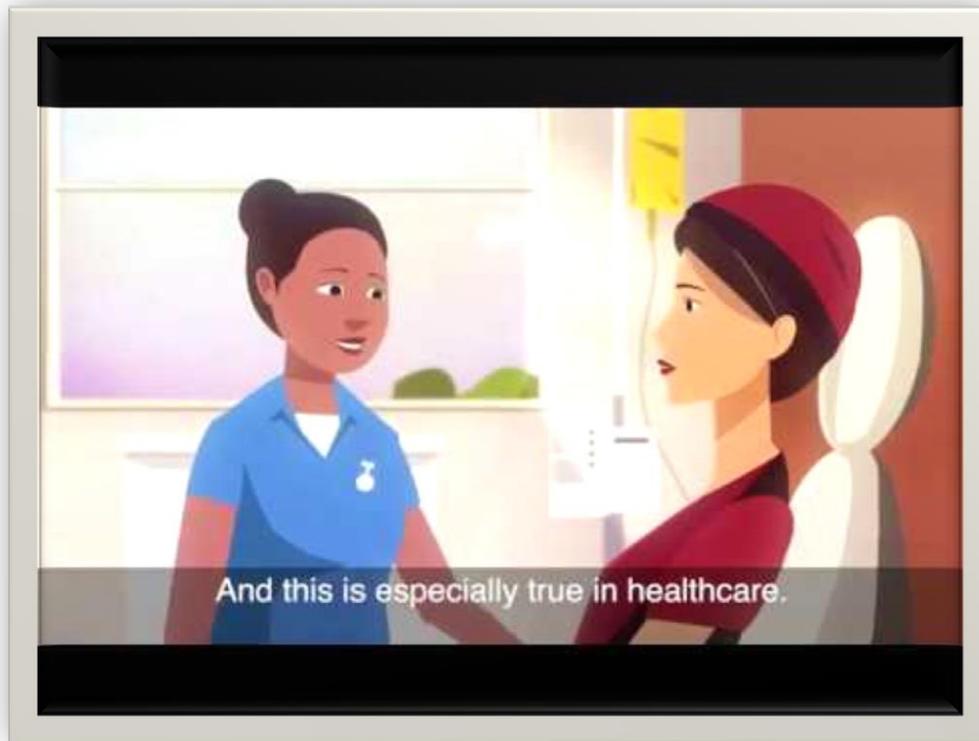
De-personalised data will be shared with Clinical Commissioning Groups (CCGs) to help them understand what types of services the NHS should provide and where. This will help them to commission better health and care services for you.

### **Research**

The information from patient records is valuable to help understand more about disease and develop new treatments. The NHS may collaborate with academic researchers and industry partners to do this. To find out more about research work in North West London and how you can get involved please visit: <https://www.registerfordiscover.org.uk/>

WSIC further processes the data collected for building your integrated care record to remove your identifiers (e.g. name, address, phone number) and protect your confidentiality. This is to carry out research, which is needed to evaluate and improve health care services, including work to develop new cures for serious illness. Under data protection law, WSIC processes your data under Article 6(1)(e) 'Public Interest' of GDPR and the exemption under 'Article 9(2)(j) 'research purposes' (an exemption is always required for processing special categories of data such as health information).

### **Patient Data Saves Lives**



### **Who will see my data?**

Your WSIC Dashboard/Record will be seen only by health and care professionals directly involved in your care. This includes GPs, consultants, nurses and care co-ordinators.

Authorised researchers will be able to view your [de-personalised data](#), but this **will not** identify you. Re-identification can only occur when there is a lawful basis to do so, such as if you had consented to being contacted through the [North West London Discover Research Register](#).

### **How long is my data kept for?**

Your data will be kept in line with NHS Guidance (see [Records Management Code of Practice for Health and Social Care 2016](#)), which sets out what people working with or in NHS organisations in England need to do to manage records correctly. It's based on current legal requirements and professional best practice. Appendix 3 of the Code contains [detailed retention schedules](#) and sets out how long records should be retained, either due to their ongoing administrative value or as a result of a statutory requirement. In the case of your WSIC record it is made up of many components therefore the longest retention period applies, and they are kept until 10 years after death.

### **Is my data sold?**

We never sell personal data. The Discover Platform is a service that provides analysis and information using the de-personalised data in WSIC (for approved research projects). This operates on a **cost recovery basis**, which means we can charge for the cost of processing and delivering the service, but not for data itself. The charge depends on the type of application and the amount of work that the Discover team need to do.

More information can be found on <https://www.registerfordiscover.org.uk/> and if you have any concerns please get in touch using the information listed below or at <https://www.registerfordiscover.org.uk/contact>.

### **Where is my data stored?**

Your data is processed and stored on servers based in the United Kingdom. These are secured by state-of-the-art datacentre facilities, with robust technical and organisational controls in place who operate under contract with us. The facilities and services we use are audited annually to make sure the highest standards are maintained.

### **Can I access my information?**

You have the right to access information we hold about you. You can do this at any time by contacting us through our contact page: <http://integration.healthiernorthwestlondon.nhs.uk/contact>

### **Can I request my information is updated if I think it is incorrect?**

If you believe any of your information is inaccurate then you have the right to request that it is updated. You may also request that access to your information is restricted until the correction is made. Please use the contact page to get in touch: <http://integration.healthiernorthwestlondon.nhs.uk/contact>

### **Can I opt-out?**

It's your choice to share your information through the WSIC Dashboard. If you don't want to share your information, you can opt-out. Opt-out forms are available at your GP practice or online at [http://integration.healthiernorthwestlondon.nhs.uk/informatics/information\\_sharing](http://integration.healthiernorthwestlondon.nhs.uk/informatics/information_sharing). If you can't find a form in your GP reception, please ask the receptionist or your GP. Your GP will record your choice and your information will not be shared. Opting-out won't affect your care in anyway. You'll still be able to receive health services. However, you will not receive the benefits of having an WSIC Dashboard. Opting-out could mean that:

- You will need to tell each professional providing your care about your medical history, treatment, allergies and medication
- Decisions about your care may take longer
- Appointments and tests may be repeated

If you change your mind and want your information shared, you can inform the GP practice or care professional treating you, and they will mark your record.

### **What about the National Data Opt-out?**

A new **national data opt-out** was introduced in May 2018, following recommendations from the National Data Guardian. People can opt out of having their confidential patient information shared for reasons beyond their individual care, for example for research and planning. Find out more about the [national data opt-out and how to set up your choices](#).

### **What can I do if I have any concerns?**

If you have any concerns, or are unhappy about how your data is being used please get in touch through any of the contact methods below:

**Email:** [nwlccgs.WSIC.dashboards@nhs.net](mailto:nwlccgs.WSIC.dashboards@nhs.net)

**In writing:** WSIC Dashboards Team, NWL CCCGs, 1st Floor, 15 Marylebone Road, London, NW1 5JD

Alternatively, you can raise a concern with the Information Commissioners Office (ICO) who are the UK data protection regulator who will investigate your complaint. Please see the Information Commissioner's website for more details: <https://ico.org.uk/concerns/>

### **Reviews of and Changes to our Patient Information**

We will keep our patient information under regular review. This was last reviewed in October 2018.

## **Further Information**

### **The NHS Constitution**

The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights patients, the public and staff are entitled to. These rights cover how patients access health services, the quality of care you'll receive, the treatments and programmes available to you, confidentiality, information and your right to complain if things go wrong.

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>