

Patient's Privacy Notice

Warwickshire Wheelchair Service

The Warwickshire Wheelchair Service is provided by South Warwickshire NHS Foundation Trust (SWFT) and is subject to the overarching GDPR privacy notice for the organisation. This is available on the Trust website at <https://www.swft.nhs.uk/privacy-policy>

What information do we collect about you?

- Basic details about you, such as name address, contact details, date of birth, NHS number, GP and next of kin
- Contacts we have had with you, such as telephone conversations related to your care provision, clinic visits including assessments, reviews and equipment provision.
- Notes and reports about your health, postural and mobility requirements and any treatment and care you need
- Details and records about the assessments and interventions you receive
- Results of investigations, such as consultant and GP letters
- Relevant information from other health professionals, relatives or those who care for you and know you well

How will your information be used?

The wheelchair administration service will use your basic details in order to arrange clinic appointments for you. They can access your notes in order to answer queries relating to your progress through the current episode with the service, including updates regarding equipment provision.

The wheelchair therapy staff members involved in your care make use of accurate and up-to-date information to assess your mobility and postural requirements associated with this, to decide what equipment and/or other interventions you need.

Full information is available should you see another wheelchair therapist in the team, be referred on to a specialist service or any other part of the NHS. Where there is a good basis for assessing the type and quality of care you have received, your concerns can be properly investigated if you need to complain.

The Approved Repair and Maintenance Service Contractor for the wheelchair service access limited demographic information about you to allow for the repair and servicing of equipment on issue to you, including management of any medical device alerts or technical bulletins that may be relevant to it.

Who will your information be shared with?

It is necessary to share a limited amount of demographic information with the Approved Repair and Maintenance Service Contractor. This is so that they are able to locate you in order to carry out repairs and servicing to your wheelchair equipment, where appropriate and necessary. This is in line with the Terms and Conditions which you signed on receipt of your wheelchair equipment. They will therefore also be aware of the equipment on issue to you.

Warwickshire Wheelchair Service uses an Electronic Patient Record (BEST) provided by Soft Options to record clinical activity and place orders for wheelchair equipment. Soft Options is able to access BEST for support purposes only. A Data sharing agreement was entered into in 2014 between the wheelchair service and Soft Options in order to ensure the safety of your information. Soft Options also manages the data transfer between Warwickshire Wheelchair Service and the Approved Repair and Maintenance Service Contractor.

It may be necessary to share some of your personal information with, for example:

- Social services
- General Practitioners
- Consultants
- Voluntary or private sector providers
- Other healthcare professionals

This is in relation with the appropriateness of provision and prescription of wheelchair equipment.

How long will your information be held?

SWFT retains your data in accordance with the Department of Health's Records Management Code of Practice 2016. Regarding any future changes with the Approved Repair and Maintenance Service Contractor for the wheelchair service, their access to BEST covers only the lifetime of the contract. Once terminated, all access by the Approved Repair and Maintenance Service Contractor in place will cease.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed, you may in the first instance contact the Warwickshire Wheelchair Service, Leamington Spa Hospital, Heathcote Lane, Nr Warwick, CV34 6SR

Further information and contact details

If your concern cannot be resolved, or if you would like to access your personal information you can contact the Trust's Data Protection Officer, Support Services Building, Lakin Road. Warwick, CV34 5BW; or via email: dpo.swft@nhs.net