

Patient's Privacy Notice

AccuRx – Virtual Video Consultations

Title of service/ process/ system
AccuRx 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
Our contact details
Data Protection Officer Support Services Building Lakin Road. Warwick CV34 5BW; or via email: dpo.swft@nhs.net
What type of information we have
<p>AccuRx will collect and process the following information:</p> <ul style="list-style-type: none">• Your full name• Your Date of Birth• Correspondence between you and your healthcare professional and between healthcare professionals about you• Your NHS Number• Your mobile number• Your email address• Demographic data <p>SWFT will collect and process the following information:</p> <ul style="list-style-type: none">• Data concerning the individual's health which is necessary for the consultation• Postcode (Not mandatory, disclaimer in the Patient Feedback form) to be used for Environmental Benefit Realisation.
How we get the information and why we have it
<p>Using the NHS Personal Demographic Service (PDS) to create a Video Consultation Appointment, your clinician will enter your NHS Number and date of birth to correctly identify you. Patients are identified using their unique 10-digit NHS Number and Date of Birth. The phone number held in the PDS will then be cross checked against the mobile number we hold for you in your SWFT patient record.</p> <p>The NHS PDS service will give your full name and mobile number associated with your PDS record. Your full name and mobile number are cross-checked against the information in your SWFT Patient Record to ensure we are contacting the correct patient.</p> <p>The personal information the Trust processes is provided to us directly by you in the feedback questionnaire, we will ask the patient to give the postcode of where they would have travelled from to get to their appointment if it was face-to-face consultation. This is a non-mandatory question, and the answer given is only used for Environmental Benefit Realisation and in no way associated back to the patient.</p>

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your personal information are:

- (a) Your explicit consent. You can remove your consent to a Video Consultation at any time by contacting the number at the bottom of your appointment letter.

What we do with the information

We use the information from the NHS PDS to identify and ensure it is the correct patient being invited to the consultation.

We use the information given to use in the Patient Feedback Survey for Project Benefit Realisation and improvements in the Video Consultation service.

How we store your information

AccuRx Video Consultations are not recorded and no information concerning health is retained by the system. Data is transmitted and stored in encrypted form, meaning that nobody else can read or access it who does not have access to the system.

Personal information is retained in line with the NHS Records Management Code of Practice 2016 <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/recordsmanagement-code-of-practice-for-health-and-social-care-2016>

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to object – You have the right to object to use of Video Consultations and no personal data will be processed for this purpose.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us using the details above, or contact Information Governance Support Services Building, Lakin Road. Warwick, CV34 5BW or via email at swg-tr.swft@nhs.net

How to complain

If you are unhappy with the way in which your personal data has been processed, 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

If this does not resolve your concerns you can contact the Information Commissioner's Office:

www.ico.org

0303 123 1113 (local rate), 01625 545 745 (National rate)

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.