

Plexus Care Record (Sussex Shared Care Record) Privacy Notice

(Also referred to as Plexus)

How your vital health and care information is shared through Plexus

Sharing your health and care information is critical in supporting your care and treatment. In Sussex we are introducing a Shared Care Record called Plexus Care Record (also referred to as Plexus). This is part of a national programme to transform information sharing across health and social care known as the [Shared Care Record \(ShCR\)](#) programme.

Plexus will be used by health and social care services within Sussex, which includes your GP practice, community, mental health, hospital services and social care.

It shares important information about your health and care and allows health and social care practitioners, easy access to information, which is critical to support decision-making about your care and treatment.

It means that you won't have to keep repeating your medical history to each practitioner in different organisations, care plans can be followed more consistently and practitioners will be better equipped to plan care more effectively to meet patients' needs.

This initiative is funded in partnership with the Sussex Health and Care Partnership and NHS England's Shared Care Record programme.

More information about Plexus

Each health and social care organisation collects information about you and keeps records about the care and services they provide.

Plexus allows health and social care staff to find key information about your health and care in one place, which helps them to make the most informed decisions and provide the best care to you as a patient or service user. It is also essential that health and social care staff have access to the most up to date information.

The types of personal information shared through Plexus

Personal information (or Personal Data) means any information about an individual from which that person can be identified. The Personal Data that is shared includes

- Identifying Data: Forename, Surname, Address, Date of Birth, Gender, Age, Postal Address, Postcode, Telephone Number and NHS Number.

Other categories of Personal Data include:

- A list of diagnosed conditions – to make sure your clinical and care staff have an accurate record of your care
- Medication – so everyone treating you can see what medicines you have been prescribed
- Allergies – to make sure you're not prescribed or given any medicines you can have an adverse reaction to

- Test results – to speed up treatment and care and to ensure tests are not repeated
- Referrals, clinical letters and discharge information – to make sure the people caring for you have all the information they need about other care and treatment you are having elsewhere
- Care plans (where available) – for health and care workers involved in your care to view a joined-up plan of care and the wishes you've asked for in relation to your care
- Relevant information about people that care for you and know you well.
- Basic details about associated people e.g. children, partners, carers, relatives etc.

What is the lawful basis for the sharing of information?

Health and social care organisations have a duty to share personal data under the Health and Social Care Act 2012 and as amended by the Health and Care (Safety and Quality) Act 2015 where it is:

- likely to facilitate the provision to the individual of health services or social care in England, and
- in the individual's best interests.

NHS and Social Care Services are official authorities with a public duty to care for its patients and service users and data Protection Laws, such as the UK General Data Protection Regulation (GDPR), Data Protection Act 2018 and the Common Law Duty of Confidentiality, provide a legal basis for sharing information for health and care purposes.

UK General Data Protection Regulation 2016 and Data Protection Act 2018

GDPR Article 6 - Lawfulness of processing:

Article 6(1)(e) Performance of a public task and

GDPR Article 9 - Processing of special categories of personal data

Article 9(2)(h) Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional.

Organisations who can access your personal information through Plexus

Personal Data will only be shared between relevant health and social care organisations in Sussex involved in your care. These include:

- Primary care (e.g. your GP practice, out of hours)
- Secondary care (e.g. hospitals)
- Community services
- Mental health services
- Social care departments
- Specialist services (e.g. ambulances)

Plexus makes your patient information easily accessible for the purposes of your care and treatment.

How is information in Plexus?

A record of care is held on each organisation's secure electronic system (local record) e.g. a

GP practice will have their own system for recording patient information as will the hospital, or community or social care service. Sussex Health and Care Partnership has designed a secure system that can read and combines data from those multiple electronic health and care systems to provide an up to date summary of that data to relevant health and care practitioners when required for the purposes of direct care.

How will the information be made available in Plexus?

Health and care information is presented either as a read-only view, or added into the receiving organisation's record system. The originating information remains within each organisation's record system and cannot be changed.

Strict access controls and policies ensures that practitioners can only see information regarding patients or service users that they are treating or have been referred to them for treatment.

How long with the data be held in Plexus?

As Plexus is an integrated health and care record that pulls together vital patient data from several health and social care providers, only data currently visible in each of the local systems will be visible in Plexus.

Each partner organisation sharing through Plexus has local retention rules set by the [NHS Records Management Code of Practice for Health and Social Care](#).

Within the governance framework for Plexus, any system supplier is also contractually obliged to comply with any requests by the partners to remove/delete data when instructed to do so.

How is your personal information kept safe and secure in Plexus?

We ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only and protect personal and confidential information.

Appropriate technical and security measures in place to protect Plexus include:

- complying with Data Protection Legislation;
- implementing and maintaining business continuity, disaster recovery and other relevant policies and procedures
- a requirement for organisations to complete the Data Security and Protection (DSP) Toolkit or equivalent, introduced in the National Data Guardian review of data security, consent and objections, and adhere to robust information governance management and accountability arrangements
- use of 'user access authentication' mechanisms to ensure that all instances of access to any Personal Data under Plexus are auditable against an individual accessing Plexus;
- ensuring that all employees and contractors who are involved in the processing of Personal Data are suitably trained in maintaining the privacy and security of Data and are under contractual or statutory obligations of confidentiality concerning the Personal Data.

The Common Law Duty of Confidentiality and Data Protection Laws apply to all health and care staff, and they are 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 staff with access to Personal Data are trained to ensure information is kept confidential.

What are your rights regarding information held in Plexus?

Under the Data Protection Legislation, you have the right to:

- be informed of our uses of your data (the purpose of this privacy notice)
- request copies of your personal information, commonly referred to as a Subject Access Request (SAR)
- have any factual inaccuracies corrected
- request the restriction or suppression of your personal data. This is not an absolute right and only applies in certain circumstances
- not be subject to automated decision making or profiling. There is no automated decision making or profiling in the summary care plan
- complain about the handling of your data to an organisation's data protection officer or to the regulator
- also have the right to object to processing of your personal data in certain circumstances.

Details of how to exercise your rights are shown below.

How can I access the information you keep about me?

To access your Personal Data, you should contact the organisations holding the data you wish to see, typically your GP Practice, Hospital, Local Authority (social Care) or NHS Service.

How can I object to my data being shared via Plexus?

You have a legal right to object to your data being shared.

Please contact your health and/or social care provider(s) to discuss this further. This could be your GP practice or the health or care staff that provided, or are currently providing, your treatment and care. Your objection will be considered on a case-by-case basis.

You will be asked to think carefully before making this decision. Sharing your health and social care information will make it easier for services to provide the best treatment and care for you when you most need it. When considering your objection, your practitioner will discuss this with you and consider whether you can still be provided with safe individual care. Your objections may be overruled where required in law (eg safeguarding purposes)

Your right to complain

Please contact your local appropriate health or social care organisation and their Data Protection Officer to raise a complaint.

You can get further advice or report a concern directly to:

- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
- Telephone: 0303 123 1113 (local rate) or 01625 545745 (national rate)
- Email: <https://ico.org.uk/concerns/handling/>

Further information about the way in which the NHS uses personal information and your rights:

[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.

[NHS Digital](#) - NHS Digital collects health information from the records health and social care providers keep about the care and treatment they give, to promote health or support improvements in the delivery of care services in England.

[National Data Opt-Out](#) - A service that allows patients to opt out of their confidential patient information being used for research and planning.

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