

Bedfordshire, Luton and Milton Keynes (BLMK) Bedfordshire Care Alliance (BCA) Shared Care Record (ShCR) Privacy Notice

Every Integrated Care System is required to have a shared care record to improve direct care for residents across all health and social care settings. For BLMK Integrated Care System, this is a service designed to ensure that our residents direct care is supported by the most complete information available using the existing secure electronic systems, without the need to log into a separate system.

Completely confidential, this digital shared care record brings data together from partner organisations across BLMK for the purposes of direct care. Your information is not kept in the shared care record – it is only viewable to health and care professionals that are directly involved in your care when you need it.

The BLMK shared care record service is supported by two information sharing systems, one for Bedfordshire and Luton and one for Milton Keynes. There are plans to connect these by the end of 2022.

This privacy notice relates to the Bedfordshire and Luton information systems part of the service only.

Who's involved?

The BLMK shared care record service involves local authority, NHS, social care and other health care providers.

- Bedford Borough Council
- Bedfordshire Hospitals NHS Foundation Trust
- Bedfordshire, Luton and Milton Keynes Integrated Care Board
- Cambridgeshire Community Services NHS Trust
- Central Bedfordshire Council
- East London NHS Foundation Trust
- East of England Ambulance Service NHS Trust
- General Practices across Bedfordshire, Luton and Milton Keynes
- Luton Borough Council
- Milton Keynes Council

Our lawful basis for processing your information

Purpose	Lawful Basis for Processing
Processing of personal and special category information to be acquired and accessed across participating health and care organisations in support of: (a) Direct Care by participating partner organisations and or (b) Performance of the public body's adult and/or (where applicable) child social care related statutory and public law duties and powers	Personal Information: - UKGDPR Article 6(1) d – Vital Interests - UKGDPR Article 6(1) e – Exercise of an official authority Special Category Information: - UKGDPR Article 9(2) h – Health or social care provision - UKGDPR Article 9(2) b – may apply for the purposes of safeguarding children and vulnerable adults

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

The information that they will be able to see includes:

- Your name, date of birth, gender, address, telephone number, NHS number
- The name of your GP Practice and GP
- Medications, allergies, ongoing and historic conditions, immunisations and diagnoses
- Test results, hospital referrals, admissions, discharges and clinics attended
- Social and mental health information and care plans

Highly sensitive and special categories of personal data such as attendance at sexual health clinics, fertility treatment records, and records relating to gender reassignment will not be included.

What will your information be used for?

The health and care professionals involved in your care will be able to see your records to better understand your needs and help them make decisions to ensure you get the best possible care.

This means that:

- You won't need to repeat your health and care history every time you need care
- Your safety is improved as clinicians will be able to see up-to-date medications and allergy information as well as any tests requested and prescriptions issued

Who is the data controller?

The data controllers for the BLMK shared care record are the health and care organisations that provide your care. They hold the data about you and make it available to view to ensure you get the best possible care.

In accordance with data protection legislation, these organisations act as joint data controllers.

How long do we keep your records?

Each health and care organisation that is part of the BLMK shared care record service keeps its own records in accordance with the 'Records Management Code of Practice for Health and Social Care'.

What are your rights?

You have the right to object to your records being viewed by health and care professionals for direct care purposes through the shared care record service, under the UK General Data Protection Regulations (UKGDPR).

If you choose to object, your records will be unavailable via the shared care record, whilst your objection is being reviewed. Your records will be restricted and the professionals providing your care will be unable to view your records from other services. However, they will continue to be shared by health and care organisations by phone, email, and on paper where required as part of your direct care.

Please consider carefully before raising an objection as it could mean vital information about you is not immediately available when you require health or social care support.

As a parent or guardian, you can raise an objection to a child's information being viewed within the shared care record in relation to a child you are responsible for. However, from the age of 13 years, the Information Commissioner's Office regards children as having the competence to make decisions on the processing of the information that forms their record.

If you have any concerns about your data being shared, please speak to the health and social care organisation that holds your data. More information about your rights in relation to the information held by individual organisations within the BLMK ShCR Partnership can be found in their individual Privacy Notices.

For additional information, you can look at the Information Commissioner's Office website [Right to object | ICO](#)

Complaints

All the health and care organisations that are part of the BLMK shared care record service have complaints procedures. If you wish to make a complaint, please contact the health and care organisation that holds information about you such as your GP, hospital consultant, social worker or speak to their PALS (Patients Advisors and Liaisons Services) / Complaints department.

If you wish you also have the right to complain to the Information Commissioner:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745
Email: casework@ico.org.uk
Visit the ICO website: <https://ico.org.uk/>

For more information

If you would like more information about the BLMK ICS, our partners, plans and priorities, please visit our website: [Bedfordshire, Luton and Milton Keynes \(BLMK\) Health and Care Partnership](#)