

Details of information used for specific purposes

Referral Support Services

Data Controller(s)	NENC ICB
Purpose	When it has been identified by your GP or Optician that you require further diagnosis and/or treatment/care your GP/ Optician will make a referral to a secondary care service. For some specialties your referral will be reviewed by an independent specialist doctor to ensure that you receive the most effective care.
Type of information Used	Identifiable: Personal (such as name, address, date of birth) and Special Category (health information)
Legal basis	GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the exercise of official authority vested in the controller. GDPR Article 9(2)(h)- processing is necessary for the purposes of the provision of health or social care or treatment or the management of health or social care systems and services.
How we collect (the source) and use the information	The Referral Support Service involves a review of a copy of your GP referral against agreed clinical guidelines with the aim of ensuring the patient is seen by the right clinician, in the right place at the right time. These arrangements provide for an additional ‘check’ of referrals by a team of contracted clinicians. When you and your GP agree that you need a secondary care appointment, you can choose which hospital or clinic you go to. The Referral Support Service provides access to a system, (Choose and Book) that lets you choose your hospital or clinic and book your first appointment. This process is carried out with your consent in order to satisfy the Common Law Duty of Confidentiality.
Data Processors	e-RS Choose & Book Service
Your Rights	With regards to the Referral Support Service under GDPR you have the right: To be informed about the processing of your information (this notice) Of access to the information held about you To have the information corrected in the event that it is inaccurate To restrict or stop processing To object to it being processed or used Not to be subject automated decision-taking or profiling To be notified of data breaches
How long we will keep the information	The ICB does not store this information. Referral letters are filed in the patient’s record and held in accordance with the rules outlined in the Records Management Code of Practice 2021
Who we will share the information with (recipients)	This information will be shared with NHS Service Providers and Independent Sectors if providing NHS Secondary Care Services.