



Data Hub

Frequently Asked Questions

What is the Data Hub?

The Data Hub is a centralised library of information we hold about your interaction with our health and care services. This information is used in an anonymised form to help us understand your journey through our health and care system allowing us to:

- Understand the needs of our population, and helping us to identify the services we need and where we can improve the quality of care that we provide across the health and care system
- Ensure that we can understand the impact of any changes we make and continue to make evidence based improvements
- Understand the demands on our services
- Identify better ways to provide your treatment

We will also process information in an identifiable form in order to offer you additional health and care services where we have identified that your individual health and care provision can be enhanced.

Why is this coming to Norfolk and Waveney?

To work as an Integrated Care System we need to better understand the services we provide across Norfolk and Waveney in their entirety and your journey through our services, how this affects your care as a whole and how we can make improvements both within health and care organisations and across health and care organisations.

What does this mean for the people of Norfolk and Waveney?

We will continue to hold your information in line with data protection legislation and your information will not leave Norfolk and Waveney Health and Care services and partners

Pooling our knowledge about you means that we can identify and offer improvements either directly associated with your care or in relation to the services we provide and how we provide them.

How will this help health and care staff and services in the area?

By holding and processing information in a safe and secure environment, we have better control of the information we hold and can ensure that our focus is on the legitimacy of the use of that data as opposed to the assessment of the processes to obtain and store that information. This can in many instances mean that we can provide higher quality, standardised information to our health and care professionals who need it, much more quickly, meaning we can make changes to practice and provide better treatment and appointment options to the public to the benefit of everyone.



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Using technology to improve health and care in Norfolk and Waveney



What kind of data will be stored?

In order to understand the needs of our population and the efficacy of the services we provide, we are seeking to hold information about you, the health and care provided to you from the services we provide you with and the difference this has made to your care. This will include information about the appointments or visits you have received as well as information about the staff involved in your care. This includes information from your GP, Community, Hospital, Mental Health and Social Care Provider.

How will the data be used?

This information is used in an anonymised form to help us understand your journey through our health and care system allowing us to:

- Understand the needs of our population, and helping us to identify the services we need and where we can improve the quality of care that we provide across the health and care system
- Ensure that we can understand the impact of any changes we make and continue to make evidence based improvements
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We will also process information in an identifiable form in order to offer you additional health and care services where we have identified that your individual health and care provision can be enhanced.

Your data will not be provided to anyone for commercial reasons, and will only be used for the purposes of provision of health and Care to you directly, to gain insight into the planning and evaluation of health and Care services and identifying better means of providing treatment and care. Norfolk and Waveney patient information will be held by Norfolk and Waveney ICS for the benefit of Norfolk and Waveney patients.

We will in explicit circumstances share data with National NHS bodies where required by law or statutory function.

Will the data be stored safely?

We take our responsibilities as custodians of your information extremely seriously and is of paramount importance. We have a range of tools, technology and process at our disposal to safeguard your data. This includes adhering to principles such as security by design, receiving your data through secure mechanisms using private networks where possible, taking information that has been encrypted and storing that data in an encrypted form. Having the latest and robust firewalls with defined and limited access routes and up to date malware protection. Means to de-identify your data and prevent re-identification. Robust back-up and redundancy features to ensure that your data is not lost in the event of any technical failure. Activity monitoring and audit to ensure we understand how your information is accessed and used and can respond to this as quickly as possible. Operating procedures that properly evaluate any changes we make and identify any risks associated with those potential changes so we can address these in advance.

Who has access to the information and how can they use it?

Access to your information is controlled and assessed on a case-by-case basis and only those who have a legitimate and legally appropriate reason to access your information will be able to do so, for example, only those involved in your direct care will have access to your

identifiable information, those who are planning or evaluating services, will not and will only be able to see aggregated or anonymised information.

Is the Data Hub lawfully allowed to store my health and care data and is it ok to be used in this way?

Health and care providers are allowed to share data in this way because it is necessary for the performance of a task carried out in public interest. It is also necessary for the delivery of healthcare or necessary for public health reasons. We are not required to ask for your consent but you can raise objections or concerns at any time.

How is it decided what happens to the data and what it is used for?

There is a process to make sure that all uses of data are reviewed and approved. The health and care providers meet regularly and discuss research and issues that are highlighted as a result of this work.

Can people opt out to have their data stored in the Data Hub?

Organisations have been required to honour the National Data Opt-out since 31 July 2022

We will mirror any preference you have expressed through the national opt out. If you have chosen to have your information excluded from national data processing then you data will be excluded from our local processing.

Please note that there are exceptions, however, which are dictated by law, national policy and statutory requirement.

I have more questions about the Data Hub, how can I get in touch?

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