









# Data Hub



## Introducing the Data Hub

	<p>The Data Hub is where we keep information about how you use our health and care services. This helps us understand what services people need and how we can make things better for everyone.</p>
	<p>We make sure your personal details are not included, so your information is safe and private.</p>
	<p>Sometimes, we look at the information that can identify you, but only to offer you extra health and care services that can make your individual care even better.</p>
	<p>Our goal is to make sure you get the best treatment possible.</p>

## What kind of data is stored?

	<p>Information we store in the Data Hub includes:</p> <ul style="list-style-type: none"> <li>• Appointments or visits you have.</li> <li>• Information about the people who take care of you, like your doctor or other healthcare staff.</li> <li>• The care you receive from different places.</li> </ul>
	<p>This data helps us improve services and make sure you get the best care possible.</p>



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**ConnectNoW**

Using technology to improve health and care in Norfolk and Waveney



## How is the data used?



We look at the information to see how much our services are used and how changes can improve care. And we find better ways to give you treatment.



Sometimes, we use the information to help offer better treatments and provide extra health and care services.

## Is the information in the Data Hub safe?



The people in charge of health and care in Norfolk and Waveney keep your information safe. We take our job of keeping your information safe very seriously.



We do not to give your data to anyone for business reasons. We only allow professionals with permission to use it to help you get the best care.






We have strong protection against computer viruses and other dangers.





We may share data with National NHS bodies if the law says we should. But mostly, it's for making sure you get good care.


## Who can see and use the information?

	<p>Only people involved in taking care of you will see your personal information.</p>
	<p>Others who are planning or checking services won't see your personal details, they will only see general and anonymous information.</p>
	<p>We keep your information safe and private.</p>


## Is the Data Hub allowed to use health and care data?

	<p>Health and care providers can share data because it helps them do important tasks that are good for the public. It's also needed to give you proper healthcare and keep everyone healthy.</p>
	<p>They don't always need to ask for your permission to share this data. But if you have any questions or concerns, you can tell them anytime.</p>

## Who decides how information is used?

	<p>To make sure all uses of data are allowed, there is a process we follow.</p> <p>Health and care providers meet regularly to talk about how the information is being used and they must all agree.</p>
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## Can I say that I don't want my information to be shared and used?

	<p>Yes, you can contact us with questions or to say you don't want your data involved by emailing us at <a href="mailto:nwicb.hcda@nhs.net">nwicb.hcda@nhs.net</a></p>
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