

Practitioner Health Services Privacy Notice

Practitioner Health Services (PHS) combines three services – the NHS Practitioner Health Programme, NHS GP Health Service and the Trainee Doctor & Dentist Support Service. PHS is hosted by the Hurley Group and provides the Data Protection Officer for PHS services.

The data we hold about you and reason for contact:

1. Clinical assessment, treatment and case management

As a service we will need to hold personal data about you in order to provide assessment, treatment and ongoing case management. This will include contact details and demographic data as well as clinical information that will enable us to provide the care and support you need,

As part of your ongoing care we will contact you periodically to arrange appointments, discuss clinical referrals and treatment plans and liaise over any information that may be requested by third parties. We will never release any information to a third party without your knowledge and consent.

Periodically we will need to send you wellbeing questionnaires by email to the address you have provided (at registration and at six monthly intervals thereafter) to assess your progress in treatment. This is part of your ongoing care and case management.

At registration we will ask you to confirm you understand this requirement.

2. Service development and to secure ongoing funding for services from commissioners

The NHS Act 2006 Section 13E (inserted by Health and Social Care Act 2012) specifies that the NHS has a duty to secure continuous improvement in quality of services to individuals, particularly the quality of experience undergone by patients.

In order to deliver on our NHS contracts we must ensure there is a feedback mechanism for patients about their experience. This not only ensures that the service can develop to meet the needs of its users, but also demonstrates the impact the service is having achieving the objectives it has been set:

- To improve the health and wellbeing of health professionals
- To return and retain health professionals in work
- To reduce the stigma associated with illness in health professionals

To do this we will send you periodical surveys and questionnaires to monitor feedback and outcomes and will send these via the email address you have provided to the

service. This 'Special Category Data' data is covered in article 9(2)(h) under 'the management of health or social care systems' and so is permissible under the GDPR.

At registration we will ask you to consent to receiving feedback surveys.

3. Events, workshops and support groups

PHS runs a number of local and national events which we think may be of interest to our patients. This includes for example:

- Peer support groups which provide an opportunity to share with and support fellow health professionals who may be in a similar situation e.g. suspended doctors group, junior doctors group, addicted doctors group, anaesthetic trainees group
- Events aimed at specific issues such as exam stress, doctors new to the NHS, mindfulness & CBT tools workshop, GP Survive & Thrive events
- National conferences bringing together latest research and findings in the field of practitioner health such as the International Practitioner Health Summit: Wounded Healer Conference in October 2018

We would like to be able to inform you of any events that may be relevant to you, for example something happening in your locality, related to your speciality or to your situation.

At registration we will ask you to consent to receiving information regarding events.

You can be asked to be removed from receiving feedback surveys or event information at any time by contacting the service.

Data collection method

We use a survey tool called SmartSurvey to process registration forms and user feedback, but the NHS Practitioner Health service is the controller of the data. We do not store data on SmartSurvey and any personal data collected via the SmartSurvey tool is deleted once it has been added to your clinical record. We do not ask for any personal identifiable information in user surveys and these are usually anonymised returns.

SmartSurvey is ISO 27001 certified (internationally recognised standard for information security) and is a member of the Cyber Essentials Plus scheme developed by UK government to ensure systems are protected from hackers. For more information about SmartSurvey security see:

<https://www.smartsurvey.co.uk/security>

Access to data

You have the right to access any personal data we hold about you. This will normally be provided free of charge. We reserve the right to charge a reasonable fee if request is repetitive, excessive or unfounded.