

How your information is used to deliver proactive care

Attenborough Surgery recently started a project to improve our services, alongside a digital health company called HN.

The project will use patient data from the surgery to do two things. Firstly, we will analyse the data of our patients to understand our local population better. This is known as Population Health Management and will allow the surgery to deliver better services for you in future.

Secondly, we will use predictive analytics to identify which patients are likely to have future health issues. If we can identify these patients, we can intervene with clinical coaches who can help these patients in a timely highly-personalised manner.

All data used will be pseudonymised (i.e. personal identifiable details are removed), encrypted, and securely stored. This means that your privacy is 100% protected at every step. But if you have any concerns, you can choose to opt out.

Who are Health Navigator (HN):

HN specialises in the provision of innovative health services to achieve measurably improved outcomes for patients through increased care coordination, wellbeing and self-care.

What information about you is shared:

For population health management the following data will be shared: information about patients' contact with care providers, important diagnoses and medications. HN will **not** have access to information that directly identifies the patient like their name, address or date of birth. This data will be stored using a secure and encrypted method. All access is monitored, and all staff involved are trained and DBS checked.

If you are referred to a clinical coach, HN will receive clinical referrals made by a health or social care practitioner at Attenborough surgery. The referral will be sent via a secure message and will include patients' name, DOB, NHS number and reason for referral. Suitable patients will be then contacted to consent to receiving the clinical coaching service.

Opting out:

If you do not want your information to be used, please inform the receptionist or your GP. This will not affect your care in any way.

Further information:

If you would like more information, you can contact HN's Data Protection Officer directly.

Data Protection Officer contact details:

Amy Ford (Data Protection Officer) dpo.health-navigator@kdpc.uk +44 (0)20 3637 1111

You can read more about how and why we use personal data here:

<https://www.hn-company.co.uk/data-privacy/>.