

NHS Grampian

Information Governance – Data Protection

Use of personal data during the COVID-19 response

During the response to COVID-19 your data is being used in different ways or in different settings so that we can better inform our decision making and protect our patients in this rapidly evolving situation.

The fundamental reason for using your data remains so that we can fulfil our role as a Health Board and you can find more information about that in our patient privacy notice which is published here – https://foi.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/nhs_grampian_data_protection_notice.pdf. We continue to process your data for the purposes of managing your healthcare and of managing the healthcare system.

We are undertaking some additional activities, which we want you to be aware of. We will update this page from time to time as appropriate.

Please do get in touch if you have any questions or concerns or wish to exercise any of your rights in respect of your data - gram.infogovernance@nhs.scot. Like most of our teams, our data protection team is focused on the COVID-19 response at present, so we ask for your understanding if their response times are slower than normal or they cannot fulfil all of your request at present.

We continue to take steps to safeguard your data including the use of rapid risk assessments when we change something and deploying information sharing, data processing or confidentiality agreements as appropriate.

The information published by the Scottish Government provides more information on how personal and healthcare data is being used during the COVID-19 response - <https://www.informationgovernance.scot.nhs.uk/covid-19-privacy-statement/> - and we provide some additional detail on our activities below.

Activity	Where is this being done?	What sort of data is being used?	The main reasons we think it is lawful
<p>We are combining and analysing different clinical datasets so that we can understand various aspects of the COVID-19 situation and make informed decisions.</p> <p>In this case, no single individual is the focus of our work.</p>	<p>By NHS Grampian's own Health Intelligence Team using our normal data analytics software.</p> <p>Within the DaSH secure data safe haven; a joint project between NHS Grampian and the University of Aberdeen. DaSH is an ISO 27001 certified data safe haven.</p>	<p>Your personal data such as your name, address, postcode, telephone number, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...; • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...

<p>We are using data to identify vulnerable people and contact them per the Scottish Government's shielding requirements.</p>	<p>The data analysis used to identify those people in such groups is being undertaken within the DaSH secure safe haven.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • to protect vital interests (the protection of life); • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...; • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
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<p>We are participating in the national roll-out of the COVID-19 vaccination according to the criteria provided by Scottish Government.</p> <p>Data from GPs, national NHS Scotland sources and NHS Grampian is being used to send our appointment letters to each eligible cohort of persons at the appropriate time.</p> <p>We are sharing information on each cohort of people to be called for vaccination local authority colleagues who are providing administrative support for the appointments process.</p> <p>They will use their own appointment system (in the case of Aberdeen City Council) or the NHS Grampian patient management</p>	<p>Staff from your GP, NHS National Services Scotland all have a role in putting data together for each cohort of patients eligible for vaccination.</p> <p>Local authority colleagues are setting appointments and providing telephone support for the vaccination programme.</p> <p>Where appointment letters are sent out before the Service Now system is ready, NHS Grampian is using Royal Mail to process that information. Please note that Royal Mail will only be provided with your demographic data (name, address and CHI number). Your CHI number is included for verification purposes.</p> <p>NHS National Services Scotland, Public Health Scotland and NHS</p>	<p>Your personal data such as your name, date of birth, address, CHI number, contact telephone number, registered GP practices and appointment date and time.</p> <p>Special categories of your personal data including (your health information concerning your vaccination).</p>	<ul style="list-style-type: none"> • protection of life); • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...; • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
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<p>system (in the case Aberdeenshire Council and Moray Council) to set patient appointments. Appointment letters will then be sent out on behalf of NHS Grampian by Royal Mail.</p> <p>When the national 'Service Now' system comes online, local authority colleagues will move to setting appointments using that system. It will also send out appointment letters from that central national source. The Service Now system will be provided by NHS National Services Scotland.</p> <p>If you receive an appointment for a vaccination you may be contacted by someone from your local Council to check that it is suitable for you. Local authority colleagues will also</p>	<p>National Education Scotland are all providing data and systems to support the vaccination programme and undertaking analysis of data on behalf of Scottish Government. Please see the national privacy information linked above for more information.</p> <p>Where reporting data is shared with local authority colleagues we are using NHS Grampian's business intelligence software, Tableau, and providing colleagues with a log in to those reports relevant to them.</p>		
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provide support to answer enquiries about the vaccination programme.

We are also sharing reports produced by our Health Intelligence Team with Health-Board approved local authority colleagues for the purposes of managing the vaccine programme in partnership with them. In particular, we are sharing data concerning areas where vaccination uptake is low for planning purposes and information concerning persons who require vaccinations when being discharged from hospital to Care Homes. Some of these reports will identify individuals where it is appropriate to do so.

NHS Grampian and local authority colleagues are working together

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<p>under the frameworks provided by the Integration Joint Boards and our local Health and Social Care Partnerships.</p> <p>The information about your vaccination is being recorded in the national vaccination tool which is being provided to all Health Boards by NHS National Education Scotland. Local authority colleagues do not have access to this system.</p>			
<p>We receive national files containing up to date information for those persons in shielded groups which we combine with our own records in our patient management system, TRAK Care, to make sure that data is up to date and those who require support are receiving it.</p>	<p>By colleagues in eHealth who administer the TRAK Care system.</p> <p>TRAK Care is one of our primary patient records systems. Data is stored and managed locally by NHS Grampian.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • to protect vital interests (the protection of life); • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working

<p>When we receive the national data, it may also contain information concerning people in other Health Boards. This data is ignored as our focus is people within the NHS Grampian area. As soon as we have identified NHS Grampian patients and updated our records, the national data file is deleted from our systems.</p>			<p>capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
<p>We are using data to identify vulnerable people and sharing that with Local Authorities so they can provide humanitarian support per Scottish Government's shielding requirements.</p> <p>Where Local Authorities are unable to contact shielded individuals to provide humanitarian support using the contact details they have for</p>	<p>The data analysis used to identify those people in such groups is being undertaken within the DaSH secure safe haven.</p> <p>When people are identified, we are passing their contact information and CHI number to Local Authority partners so they can offer additional support.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information are used to establish whether you are in one of the shielding groups.</p>	<ul style="list-style-type: none"> • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • to protect vital interests (the protection of life); • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee,

<p>that person; AND where Local Authorities believe that the shielded person may be at high risk if they do not receive humanitarian support, we will share the contact details of the shielded person's Next of Kin (NOK) with the Local Authority so that they can attempt to contact the shielded person via their NOK.</p>	<p>Where NOK details are required, we will pass the Local Authorities the name and contact details of that person.</p>	<p>No special categories of personal data, such as your healthcare data, are being shared with Local Authority partners.</p> <p>For NOK, name, address, telephone number and email address.</p>	<p>medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
<p>We are working with the Scottish Government on COVID-19 testing programmes and providing data to them for national planning purposes as required. This includes providing information on who was tested, where, when and what the results were.</p>	<p>Within NHS Grampian and nationally by NHS National Services Scotland.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, date of test and employer if you were tested as a keyworker.</p>	<ul style="list-style-type: none"> • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management

			<p>of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
<p>We are participating in the Test and Protect process for contact tracing initiated by the Scottish Government.</p> <p>We receive information on positive test results and contact those people. We use the Scottish Government's tools to record their contacts and then contact those people in turn.</p>	<p>We are working with NHS National Services Scotland to use their systems to record information. NHS National Services Scotland are aggregating data nationally to provide this service.</p> <p>NHS Grampian was the pilot Health Board for the transition from the national 'Simple Tracing Tool' to the new national 'Case Management System'. Both platforms are provided to NHS Grampian by NHS National Services Scotland. This system is now used across Scotland.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, date of birth, and date of test. Special categories of your personal data including your health information.</p> <p>The data held nationally by National Services Scotland will be aggregated with other information about in their systems you such as your ethnicity. Please refer to national privacy information for more information on the processes they are deploying -</p>	<ul style="list-style-type: none"> • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • to protect vital interests (the protection of life); • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management

	<p>Some of our contact tracers are working at home and use personal devices to log-into the Case Management System to complete their work. They work in the system online and none of your data will be downloaded or kept on their personal machines.</p> <p>We are also working in partnership with other agencies such as Grampian Housing Association, the local authorities and the local universities who have provided some of their colleagues to work on this process as contact tracers.</p> <p>We send out test results using the National Notification Service provided by NHS National Services Scotland.</p>	<p>https://www.informationgovernance.scot.nhs.uk/covid-19-privacy-statement/.</p> <p>If you are a contact of someone with a positive test we will use your personal data such as your name, address, telephone number and/or email address.</p>	<p>of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
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<p>We are sharing data on the location of outbreaks of COVID-19 and the numbers of people impacted with authorised local authority colleagues for the purposes of outbreak management. In some cases, local authority colleagues will have access to detailed reports that identify individuals who have tested positive for COVID-19 as part of the response to the pandemic.</p>	<p>Personal data is analysed by NHS Grampian and reports are produced within our reporting software. We then produce outputs at three levels of detail:</p> <ul style="list-style-type: none"> • Level 1 outputs contain no personal data and comprises aggregate reporting information on the response to COVID-19. • Level 2 contains no immediately identifiable personal data (ie it does not include your name, data of birth, address, CHI number etc in the output of the analysis). However, level two outputs do include small numbers and location information (normally home postcode or business address where a person tested positive) 	<p>Your personal data such as your name, address, postcode, telephone number, email address, date of birth, and date of test. Location information. Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...; • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
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	<p>that does have the potential to be disclosive.</p> <ul style="list-style-type: none"> • Level 3 data is the most sensitive and the outputs of analysis will include identifiable data. Access to these reports is 'need to know' and is limited to, for example, members of Public Health Incident Management Teams. 		
<p>We have opened the 'Emergency Care Summary' (ECS) for patients to new groups of users so they can support you during the COVID-19 outbreak.</p> <p>The ECS has been opened to registered Pharmacists, Pharmacy Technicians and prescribing Optometrists in emergency eye care</p>	<p>The ECS contains information concerning your prescribed medications and allergies. When you access support that information is visible to help ensure that any medications prescribed are appropriate. Your information may only be accessed when you are receiving care, support and treatment and only for those purposes.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • to protect vital interests (the protection of life); • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee,

<p>treatment centres per Scottish Government requirements.</p>			<p>medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
<p>We are increasing the amount of information available to clinicians with 'Care Portal' so that they have an easy way to quickly access information concerning patient histories and their needs during the response to COVID-19.</p> <p>Information concerning patients' mental health is now available alongside other patient data within the system.</p>	<p>Care Portal is an existing collaboration between NHS Highland, NHS Grampian, NHS Shetland, NHS Orkney, NHS Greater Glasgow and Clyde and Golden Jubilee National Hospital.</p> <p>Access to data is for clinical need only (ie clinicians may only access your data when there is a clinical reason to do so). Clinicians from other Boards (outwith the one in</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • to protect vital interests (the protection of life); • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision

	<p>which you reside) are unlikely to need to access your data unless you live on the border between two Health Boards or you are away from your own region when you become unwell.</p>		<p>of health or social care or treatment or the management of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
<p>We have increased the amount of home working in line with government requirements and have reconfigured services to cope with COVID-19 meaning that colleagues may be working in different locations from their normal bases.</p> <p>We have issued guidance to support colleagues when using your data remotely which is linked from this page -</p>	<p>Colleagues may be working in different locations on NHS Grampian sites or they may be working from home. For some tasks they may have taken records outwith their normal environments or may be using personal devices to fulfil their duties.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management

<p>https://covid19.nhsgrampian.org/pages/for-nhs-grampian-staff/.</p>			<p>of health or social care systems and services...;</p> <ul style="list-style-type: none"> • for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
<p>We are deploying a new piece of software called 'Open Eyes'. When you access support for eye care during the COVID-19 outbreak the information about your consultations, prescriptions and clinical treatments will be recorded in this product. The Open Eyes system will be used throughout your patient journey from initial telephone conversation with your Optometrist, escalation to an emergency eye care treatment</p>	<p>Data will be available to all independent Optometrists in Grampian and to NHS Grampian from the system.</p> <p>The system is being provided to local Optometrists and NHS Grampian by NHS Education Scotland who provide it to those organisations, further to an instruction from the Scottish Government as part of the COVID-19 response.</p>	<p>Your personal data such as your name, address, postcode, telephone number, email address, CHI number etc.</p> <p>Special categories of your personal data including your health information.</p>	<ul style="list-style-type: none"> • to protect vital interests (the protection of life); • for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; • for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management

<p>centre all the way to surgical eye care in hospital if required.</p> <p>Your data will be shared between your independent Optometrist and NHS Grampian using the Open Eyes system.</p>			<p>of health or social care systems and services...;</p> <ul style="list-style-type: none">• for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health...
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