

Privacy Notice

Portsmouth Mental Health Hub, Access Mental Health Services

This service has been established, within the Trust's Adult Mental Health Service, to support;

- Patients (aged 16yrs +), who require mental health guidance (this is not a crisis response team)
- Carers of patients with concerns of or with known mental health conditions
- Family members or friends of individuals, with concerns of or with known mental health conditions

The person who is the subject of the call, may not be known to the Trust, so it has been agreed a central log of all calls will be held by the service, in the form of an excel spreadsheet.

Where the patient, at the subject of the call, is known to Solent NHS Trust's Mental Health Services, both AMH and CAMHS, the information from this call, will be added to the patients' medical records.

- In order to do this, the service will have access to both the AMH and CAMHS unit of SystemOne

1. Type of personal information being processed

The service will only capture minimal information;

- Summary of the call and advise given
- Caller's name and contact details

2. How we obtain the personal information and why we have it

Any information held will be obtained from the caller. If a patient is known by the Trust, additional essential care information may be obtained from the patient's medical records.

3. Legal basis

- 6 (1) (e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

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- 9 (2)(h) – processing is necessary for the provision of health or social care or treatment or the management of health and social care systems and services
 - For the purposes of Article 9, (2) (h) of the GDPR (processing for health or social care purposes etc), the circumstances in which the processing of personal data is carried out subject to the conditions and safeguards referred to in Article 9, (3) of the GDPR (obligation of secrecy) include circumstances in which it is carried out
 - a. by or under the responsibility of a health professional or a social work professional, or
 - b. by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law.

The Data Protection Act 2018, Schedule 1, Part 1 lists a number of purposes that are applicable to the processing being undertaken. The Services are provided to fulfil the obligations of the different Commissioners under the Health and Social Care Act 2012 and are provided under contract to those commissioners.

4. How we store your personal information

The information will be held within an excel spreadsheet, on a secure network drive.

5. Who has access to your information / who do we share it with?

The information will only be accessed by those who provide the service.

Further information on the use of your data and your rights, please visit <https://www.solent.nhs.uk/about-us/publication-scheme/your-information-your-rights/>