

NHS Grampian

Information Governance – Data Protection

Digital Appointment Service – Service Evaluation

What is happening and how is my data being used?

NHS Grampian's (NHSG) is using a Digital Appointment Service within some of our Acute Services. The digital appointment service allows for asynchronous appointments between you and your healthcare professional which means that individuals can respond at a convenient time.

As part of our usual business we are looking to carry out an evaluation of this product. The service evaluation seeks to review patient's uptake and usage of the appointment service, your accessibility in being able to use the service and the level of satisfaction. We are also looking to see the impact it may have had on CO2 emissions through reduced travel to a hospital site.

We are looking to carry out this evaluation through a brief questionnaire. The questionnaire is entirely voluntary and if you choose not to complete it, this will not impact the care and treatment you receive from NHS Grampian. The Service Evaluation will in the first instance be limited to patients who are under the care of the NHS Grampian's Pain Management Service or Gastroenterology.

When you contact the Patient Booking Team who manage the digital appointment bookings, you will be invited to take part in the evaluation. You will be emailed a relevant question set or sent a letter with written link to question set; to access the evaluation you would have to manually type into your web browser.

If you do choose to complete the questionnaire, the personal data you provide will be linked to data which we already hold as part of your contact with NHS Grampian. Your data will be anonymised when it being used to evaluate the digital appointment service.

Personal data and Special categories of personal data

The questionnaire will ask for some basic personal information which is your name; date of birth; and postcode which are all used to identify you. The questionnaire will go on to ask you some general questions on your use and experience. Depending on if you have opted to use the service or not, you will receive a set of one of three questionnaires which have been tailored to your use of the appointment service. This data will be gathered via an electronic form via Microsoft Teams or in a paper format.

We will then link the data we receive from you to data we hold in our patient management system to produce an anonymised set of data for evaluation. The anonymised dataset will include the following data: Gender; Age; SIMD quintile; Ethnicity; CO2 emissions (Question set 3 only); Satisfaction rating (Question set 3 only) and Appointment type (New or Return).

The Service Evaluation will initially be carried out until the end of 2021, but may be extended in 2022. Identifiable personal data will be stored until the end of the Service Evaluation and then will be securely destroyed in line with our standard processes. Your personal identifiable data will be held securely in Microsoft Office Teams and then downloaded to a secure shared drive which will only be accessible to a small number of NHSG employees for the duration of the evaluation. Completed hard copies of the questionnaire will be held securely in a secure locked area, again only accessible to limited NHSG employees and securely destroyed in line with our processes.

Data controller

NHS Grampian is the data controller for the personal data processed in this service evaluation.

This data is retained in the same way as other medical information we hold about you.

Please see our full privacy notice for more information -

https://www.nhsgrampian.org/globalassets/foidocument/foi-public-documents1---all-documents/nhs_grampian_data_protection_notice.pdf.

Lawful processing

This service evaluation is being carried out in the course of our usual activities which are part of our public task in the provision of healthcare services.

We assert that it is lawful for us to process your personal data in this way as:

- 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;

We assert that it is lawful for us to process special categories of your personal data (health and ethnicity) in this way as:

- processing is necessary 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 on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards...;

Your rights

We respect your rights and preferences in relation to your data. If you wish to update, access, erase, limit, or complain about the use of your information, please let us know by emailing gram.infogovernance@nhs.scot in the first instance and we will consider your questions.

You may also wish to contact the Information Commissioner's Office for information on data protection, or to raise a concern or a complaint. Further information can be found on their website at www.ico.org.uk.

Please be advised we do not consider this service evaluation to be breach of Privacy and Electronic Communications Regulations. As per the ICO's guidance, genuine market research and/or service messages do not constitute marketing. Further information on this can be found at the following links: <https://ico.org.uk/for-organisations/guide-to-pecr/> and <https://ico.org.uk/media/1555/direct-marketing-guidance.pdf>.