

Walton Parish Nursing, Felixstowe

Privacy Statement for Clients

In providing your care, we will ask for information about you and your health. Occasionally, we may receive information from other providers who have been involved in providing your care. This privacy statement describes the type of personal information we hold, why we hold it and what we do with it.

About us

We are Walton Parish Nursing, Felixstowe. Our office address is Maidstone Road Baptist Church, Maidstone Road, Felixstowe, Suffolk, IP11 9ED.

Walton Parish Nursing is responsible for keeping secure the information about you that we hold. Our data protection officer, Sonya Stephenson, ensures that we comply with data protection requirements that we collect, use, store and dispose of your information responsibly. You can contact our data protection officer, by email at dataprotection@waltonpn.org.uk or by phone 07971 510219.

Information that we collect

We may collect the following information about you:

- Personal details such as your name, date of birth, national insurance number, NHS number, address, telephone number and email address
- Information about your general health, including
 - Medical history
 - Consent
 - Notes of conversations with you about your care
 - Correspondence with other health professionals or service providers

Lorna Bellamy, Lead Parish Nurse, John Gillett, Parish Mental Health Nurse and Sonya Stephenson, Line Manager are responsible for keeping secure the information about you that is held.

Those at the Walton Parish Nursing who have access to your information include the Nurses, Line Manager and occasionally some of your details may be shared with our volunteers to assist with the care we give e.g. your address for a visit or collection to provide transport.

How we use your information

To provide you with the care that you need, we require up-to-date and accurate information about you.

We will share your information with the NHS if required but always with your consent first.

We will seek your preference for how we contact you. Our usual methods are telephone and email.

Sharing information

Your information is normally used only by those working at Walton Parish Nursing but there may be instances where we need to share it – for example, with:

- Your doctor
- The hospital or other health professionals caring for you.
- Social services.

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary.

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with your health care.

Keeping your information safe

We store your personal information securely in our locked filing cabinet. Your information cannot be accessed by those who do not work at Walton Parish Nursing. We understand our legal responsibility to maintain confidentiality and follow procedures to ensure this.

We keep your records for 20 years after the date of your last contact with Walton Parish Nursing (this follows the guidelines of the NHS).

Access to your information and other rights

You have a right to access the information that we hold about you and to receive a copy. You should submit your request to Walton Parish Nursing in writing or by email at contactus@waltonpn.org.uk

You can also request us to

- Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change.
- Erase information we hold although you should be aware that, for legal reasons, we may be unable to erase certain information.

If you do not agree

If you do not wish us to use your personal information as described, you should discuss the matter with the Walton Parish Nursing health care professionals. If you object to the way that we collect and use your information, we may not be able to continue to provide your care. If you have any concerns about how we use your information and you do not feel able to discuss it with those at Walton Parish Nursing, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (0300 123 1113 or 01625 545745).

Date: 15th August 2023