

How your information is used to deliver proactive care

Millfield Surgery recently started a programme to improve our services. We are working with a digital health company called HN to provide you with a more tailored approach to your healthcare.

The programme will use the data we hold for you at the surgery to do two things:

Firstly, we will analyse data to understand our local population better. This is known as Population Health Management and will allow us to deliver better services to you in future.

Secondly, we will use predictive analytics to identify patients that are likely to have future health issues. Once identified, these patients can be referred to a Clinical Coach, who is a UK registered healthcare professional, to provide them with the tools to manage their health and care requirements.

All data used will be pseudonymised (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.

About HN

HN specialises in the provision of healthcare services to support the health, wellbeing and self-care of patients through clinical health coaching.

What information about you is shared

For population health management the following data will be shared:

- Information about your contact with care providers
- Important diagnoses and medications.

HN will **not** have access to information that directly identifies you by 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.

That being said, if you are referred to a Clinical Coach, HN will receive clinical referrals made by a health or social care practitioner at Millfield Surgery. The referral will be sent via a secure message and will include your name, date of birth, NHS number and reason for referral. Patients will be then contacted to consent to receiving the clinical coaching service.

Opting out

Please contact us at the Millfield Surgery reception if you do not wish your information to be used. This will not affect your care in any way.

Further information:

If you would like more information about HN will use your data, visit www.hn-company.co.uk/data-privacy or contact HN's Data Protection Officer directly.

Data Protection Officer contact details:
Amy Ford (Data Protection Officer) dpo.health-navigator@kdpc.uk 0203 6371111