



NHS 111 Mental Health Line Privacy Notice

What is the South East Coast Ambulance Service / Mental Health NHS 111 Service?

The NHS Long Term Plan calls for NHS 111 to be the single point of access for urgent mental health services. As a provider Sussex Partnership NHS Foundation Trust is committed to improving access to services for people experiencing a mental health crisis. Our local NHS 111 provider is South East Coast Ambulance Service (SECAmb) and we are working in partnership with them to deliver a comprehensive mental health service within NHS 111.

Why do we need your information?

During contact with our service you will be asked a series of questions to assess your symptoms. This information will be used so that we can provide the best medical care for you. Calls to NHS111 service are recorded. These calls and the records created are maintained securely.

The service is used in instances where urgent mental health help or advice is needed, such as :

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need mental health information or reassurance

We will use this information to provide to help you and advise on what you can do next.

It is essential that your details are accurate and up to date. Always check that your personal details are correct and please inform us of any changes as soon as possible.

Everyone working for and on behalf of South East Coast Ambulance Service and Sussex Partnership NHS Foundation Trust must comply with Data Protection legislation and the Common Law Duty of Confidence.

The doctors, nurses and team of healthcare professionals caring for you keep records about your health and any treatment and care you receive.

These records help to ensure that you receive the most appropriate care. They may be written in paper records or held on computer.

What the law says/ legal basis?

In most cases we will ask for your explicit consent to share your information with our mental health practitioners. However, in some cases, we may feel it is necessary to pass this information on without your consent if there is an overriding reason to do so for example; safeguarding / public interest or the prevention / detection of a crime.

Who do we share your information with and why?

In order to deliver the best possible care, there may be times when your information may be shared with other partner organisations. We will only share information with your explicit consent.

However, in some cases, we may feel it necessary to share your information without your consent if we feel there is an overriding reason to do so for example; safeguarding / public interest/ or the prevention detection of a crime.

How long do we keep your information for?

We will only keep your information for as long as it is needed and for the purposes intended. We will endeavour to keep your information secure and in line with the Records Management Code of Practice for Health and Social Care 2016.

What are your rights?

- You have the right to be informed about how your personal information is being used
- You have the right to access your personal information
- You have the right to rectification
- You have the right to erasure
- You have the right to restrict processing
- You have the right to data portability
- You have the right to object
- You have rights in relation to automated decision making and profiling

How you can access your records

Data Protection legislation gives you a right to access the information we hold about you on our records. Details of the information you are requesting are needed, this should include full name, the type of information this relates to and the approximate date.

Each organisation will provide your information to you within one month from receipt of the request. There is no fee payable for this service.

For requests relating to **South East Coast Ambulance Service** please email at pet.secamb@nhs.net

Or write to us at:
South East Coast Ambulance Service
Ambulance Headquarters
Nexus House,
4 Gatwick Road,
Crawley
RH10 9BG

Alternatively call us between 9.30am and 4pm, Monday to Friday, (not including Bank Holidays) on 0300 1239 242.

If you think any information in your records is inaccurate or incorrect, please let us know.

For requests relating to **Sussex Partnership NHS Foundation Trust**, please contact:

Sussex Partnership NHS Foundation Trust
Trust Headquarters, Swandean
Arundel Rd
Worthing
BN13 3EP

How to complain

Should you wish to make a complaint about how we use your information please contact **South East Coast Ambulance Service:**
email us at pet.secamb@nhs.net

Or write to us at:
South East Coast Ambulance Service
Ambulance Headquarters
Nexus House,
4 Gatwick Road,
Crawley
RH10 9BG

Alternatively call us between 9.30am and 4pm, Monday to Friday, (not including Bank Holidays) on 0300 1239 242.

For complaints relating to **Sussex Partnership NHS Foundation Trust** please contact:

PALS Department
Sussex Partnership NHS Foundation Trust
Trust Headquarters, Swandean
Arundel Rd
Worthing
BN13 3EP

Should you have any further queries on the use of your information, please speak to your health professional or alternatively contact the Patient Experience Team or PALS Managers, details as above.

Data Protection Officer(s)

South East Coast Ambulance Service and Sussex Partnership NHS Foundation Trust are both registered with the Information Commissioner's Office and have designated Data Protection Officers, responsible for ensuring your confidential information is kept safe and secure.

Data Protection Officer for each organisation:

South East Coast Ambulance Service:

Caroline Smart, Head of Information Governance

Sussex Partnership NHS Foundation Trust

Adam Churcher,

Information Governance Contact Details

South East Coast Ambulance Service

0300 123 0999

Information.governance@secamb.nhs.uk

Sussex Partnership NHS Foundation Trust

0300 304 2025

Information.governance@sussexpartnership.nhs.uk

ICO Contact Details

You have the right to make a complaint to the Information Commissioner's Office if you feel your information hasn't been handled the way you expect it to. You can contact them on casework@ico.org.uk or by phone on 0303 123 1113

Alternatively, you can write to:
The Information Commissioner
Wycliffe House
Water Lane
Wilmslow, Cheshire SK9 5AF

Website privacy statement

South East Coast Ambulance Service NHS Foundation Trust (SECamb) and Sussex Partnership NHS Foundation Trust are committed to protecting your privacy in accordance with Data Protection legislation and will not use any information we may hold about you for any purpose other than that for which it was collected.

South East Coast Ambulance Service Trust Privacy Notice is available here:
www.secamb.nhs.uk

Sussex Partnership Foundation Trust Privacy Notice is available here:
<https://www.sussexpartnership.nhs.uk/>