

NHS Pathways Privacy Notice

NHS Digital is the Data Controller for NHS 111 Pathways Data under the Data Protection Act 1998. We will process your personal data in accordance with the Data Protection Act. The purpose of the privacy notice is to inform users of the NHS 111 and 999 services what information is collected when you call the service, how this information is used and the ways in which we protect users' privacy.

What information do we collect?

NHS Digital collects information from 111 and 999 service providers about the time and date of the call, the age, gender and NHS number of the patient, the advice that has been given, the questions asked and the responses given. The NHS number allows NHS Digital to link records to the clinical outcome data collected when 111 or 999 patients attend other healthcare services, for example an A&E department or GP. The NHS Number is classified as a personal data, which means individual details could be identified, however, it is also the most secure form of identifiable data, and the only one we will use when matching the records for linking.

How do we use your information?

The NHS Number will enable us to link the data collected during the call to other datasets that NHS Digital is currently collecting from hospital and GP systems. After the linkage, the data will be de-identified – this means that the NHS number will be removed and replaced with a random numeric identifier so that it is no longer possible to link it to individual patients without having access to the original data. This data will then be given to a small team of NHS Digital analysts who will study the patient pathways and make recommendations to the NHS Digital team working on the improvement of the 111 system. These findings and recommendations will also be shared with service providers and NHS England. Only authorised members of staff within NHS Digital will have access to the data.

How long do we hold it?

Datasets containing personal data collected from 111 and 999 service and used for linking and analysis such as NHS number will be kept for validation purposes for no more than six months and will be securely destroyed after that period.

Will we share information with other organisations?

Reports and findings from our analysis will be shared with appropriate NHS organisations to improve the services; these will not include personal data.