

INFORMATION SHARING PROTOCOL

SUMMARY SHEET



Title of Agreement		Child and Working Age Adult A&E Attendances Health & Social Care Integrated Pathway (ecda project)			
Organisation Name	Head Office Address	Phone	Email	Named Data Protection Officer	ICO Notification reference
Essex County Council	County Hall, Duke Street, Chelmsford, CM1 1QH	033301 39824	informationgovernanceteam@essex.gov.uk	Paul Turner	Z6034810
Integrated Care 24 Limited (111)	Kingston House, The Long Barrow, Orbital Park, Ashford, Kent, TN24 0GP	01233 505435 or 07580806631	Claire.Walker@ic24.nhs.uk	Claire Walker	Z956524X
Mid and South Essex Hospital Group	Basildon & Thurrock University Hospital Nethermayne, Basildon SS16 5NL	01268821957	informationgovernance@btuh.nhs.uk	Matthew Barker	Z6288182

Version Control	
Date Agreement comes into force	March 2020
Date of Agreement review	March 2023
Agreement owner (Organisation)	Essex County Council
Agreement drawn up by (Author(s))	Simon Simpkin/Gemma Gibbs
Status of document – DRAFT/FOR APPROVAL/APPROVED	FOR APPROVAL
Version	V1.0

Wider Eastern Information Stakeholder Forum

This Information Sharing Protocol is designed to ensure that information is shared in a way that is fair, transparent and in line with the rights and expectations of the people whose information you are sharing.

This protocol will help you to identify the issues you need to consider when deciding whether to share personal data. It should give you confidence to share personal data when it is appropriate to do so but should also give you a clearer idea of when it is not acceptable to share data.

Specific benefits include:

- transparency for individuals whose data you wish to share as protocols are published here;
- minimised risk of breaking the law and consequent enforcement action by the Information Commissioner's Office (ICO) or other regulators;
- greater public trust and a better relationship by ensuring that legally required safeguards are in place and complied with;
- better protection for individuals when their data is shared;
- increased data sharing when this is necessary and beneficial;
- reduced reputational risk caused by the inappropriate or insecure sharing of personal data;
- a better understanding of when, or whether, it is acceptable to share information without people's knowledge or consent or in the face of objection; and reduced risk of questions, complaints and disputes about the way you share personal data.

Please ensure all sections of the template are fully completed with sufficient detail to provide assurance that the sharing is conducted lawfully, securely and ethically.

Item	Name/Link /Reference	Responsible Authority
Privacy Impact Assessment (PIA/DPIA)	911 (Cloudwick Platform)	Essex County Council
Supporting Standard Operating Procedure		
Associated contract	Cloudwick	Essex County Council
Associated Policy Documents		
Other associated supporting documentation		

Published Information Sharing Protocols can be viewed on the [WEISF Portal](#).

1.	Purpose	REFERENCES
	<p>Accident & Emergency (A&E) departments throughout the country are experiencing unprecedented levels of attendances, which is having a negative impact on how quickly patients with genuine medical emergencies can be seen and general patient flow throughout the acute setting.</p> <p>There is evidence that ~40% of attendances at Accident and Emergency (A&E) departments are for conditions that are suitable for management by primary care (OR outside of the care system completely).</p> <p>A significant proportion of parents taking their child to A&E, when there are potentially more suitable and less costly alternatives, and the increasing older people population all contribute to stresses on health and social care services. The data sources will contain information across all age groups, so we can explore the different pathways for children and young families, working age adults, and older people that, if addressed, could alleviate some strain. Within the suggested HRG codes there are significant volumes of working age adults (47% of annual figures) and older people (19%) as well as children & young people (33%). Alternatively, this is the cohort that attend A&E without an admission, and without any significant treatment.</p> <p>The primary project aim is to predict avoidable attendance of children at A&E and the factors contributing to both frequent attenders and frequent admissions for children. The project will also look at working age adults to understand how adults attendance and admission behaviour may affect children in their household and also if there are differences in the factors between both adults and children for high intensity use of acute healthcare.</p> <p>By having this information, geographical areas with high proportions of potential future frequent users can be identified before they become frequent users and appropriate alternative healthcare options can be promoted or made accessible to these communities. There is a focus within MSE on integrated care and reducing acute admissions for those who could receive the same care in the community. This group would benefit from the intelligence and use this information, as well as A&E colleagues working to reduce High Intensity Users who could be treated outside a hospital setting</p> <p>Geographical mapping at an output area of communities most likely to make avoidable attendances to MSE hospitals correlated with identification of the needs within these communities and existing services and community healthcare provision suitable for the community and any gaps that may exist in provision or difficulties in access to provision</p>	<p>GDPR Go to article 5</p>

This should have additional benefits to the services children and young people access – not just hospitals (eg, GPs; social care). For example, better education may alleviate some GP frequent visitors. There would also be increased insight on pre-social care pathways.

How we will use the data:

Note: all outputs will be displayed at an output area level only (this is a minimum of 100 households). Identifiable characteristics are removed at source.

1: Profiling the pathways of 0-18 year olds presenting at A&E or admitted to hospital that could have been dealt with outside a hospital setting. Using hospital, 111 (and other sources) – creating pathways and profiles that help us understand why 0-18 year olds present at A&E or are admitted multiple times ‘avoidably’

Using these profiles and pathways to predict communities with a heightened risk and the reasons for this. Mapping assets and alternative sources of information. Working within these target communities to reduce A&E admissions.

2a: Profiling all WAA & OP A&E attendance and admissions alongside other health and social care touch points to create integrated health and social care pathways. Using these pathways to determine whether we can predict first time social care package starts. And;

2b: Using the same pathways to predict A&E admissions and the key risk and resilience factors that influence these. And other usage of health services by social care service users.

How we will use the insight:

The outputs/insight will be used to enable the following:





- Targeting of the right type of early intervention and prevention services, to the right place (community), at the right time.
- To build up a more robust understanding of children’s and adults health outcomes from a holistic perspective which will feed into our population health understanding.





- To support the work undertaken around frequent admission and high intensity users to help take a more preventative approach to MDTs of HIUs and to understand which risk factors are significant and how to spot them for both hospital staff but also community providers
- Change inpatient pathway to increase management in the community.
- Reduce presentations in A&E for 0-18 cohort.

N.B. At no time will an individual be re-identified.

2. Information to be shared

GDPR
Go to articles 6
- 9

Agency Name	Data field/description
Mid and South Essex Hospital Group: A&E Data	 A&E data spec.xlsx
Mid and South Essex Hospital Group: Inpatient Data	 Admissions Data Spec.xlsx
IC24: 111 Data	 IC24 111 data spec.xlsx
Essex County Council: Social Care Registrations (Adults & Childrens)	 Social Care Registrations Spec.xls

Essex County Council: Social Care Demographics (Adults & Childrens)	 Demographics data spec.xlsx		
Essex County Council: Adult Social Care Services	 Adult Social Care Services data spec.xls		
Essex County Council: Children's Social Care Services	 Childrens Social Care Services Spec.xlsx		
Essex County Council: Geographic master file (and open source data)	 Geographies data spec.xlsx		

3.	Legal Basis
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General Data Protection Regulation 2016 (GDPR) and Data Protection Act 2018.		GDPR Go to articles 6-14
Personal Data (identifiable data)	Special Categories of Data (Sensitive identifiable data)	
Article 6:	Article 9: (if appropriate):	
<i>Public Task</i>	Substantial Public Interest	
Choose an item.	Health & Social Care	
Choose an item.	Choose an item.	

Other legislation or statute as follows
Vulnerable Peoples Act
Childrens Act 1989/2004
Health & Social Care Act 2001/2015
Care Act 2014
Human Rights Act 1998

4. Responsibilities

GDPR
 Go to articles
 13-14, 24 - 31

For the purposes of this Protocol the responsibilities are defined as follows: For help go to https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&from=EN Articles 24 – 29 where these roles are explained.	Tick box	Organisation Name(s)
The Sole Data Controller for this sharing is:	<input type="checkbox"/>	
The Joint Data Controllers for this sharing are:	<input checked="" type="checkbox"/>	ECC, BTUH, IC24
In the case of Joint Data Controllers , the designated single contact point for Individuals is: Tom Aldworth	<input checked="" type="checkbox"/>	Essex County Council
Data Processors party to this protocol are (please list):	<input checked="" type="checkbox"/>	Cloudwick

This Protocol will be reviewed three years after it comes into operation to ensure that it remains fit for purpose. The review will be initiated by **Essex County Council**

5. Subject Rights

Essex Partner Agencies' Information Sharing Agreements are made publicly available on the Wider Eastern Information Stakeholder Forum website to enable compliance with article 12 of the GDPR.

It is each Partner's responsibility to ensure that they can comply with all of the rights applicable to the sharing of the personal information. It is for the organisation initiating the ISP to identify which rights apply, and then each Partner to ensure they have the appropriate processes in place.

<p style="text-align: center;">Subject Rights</p> <p style="text-align: center;">Select the applicable rights for this sharing according to the legal basis you are relying on</p>	<p>Processes are in place to enact this right - please check the box</p>	<p>GDPR Go to articles 12 – 15</p> <p>GDPR Go to article 16 & 22</p>
<p>GDPR Article 13&14 – Right to be Informed – Individuals must be informed about how their data is being used. This sharing must be reflected in your privacy notices to ensure transparency.</p>	<input checked="" type="checkbox"/>	
<p>GDPR Article 15 – Right of Access – Individuals have the right to request access to the information about them held by each Partner</p>	<input checked="" type="checkbox"/>	
<p>GDPR Article 16 – Right to Rectification – Individuals have the right to have factually inaccurate data corrected, and incomplete data completed.</p>	<input checked="" type="checkbox"/>	
<p>GDPR Article 17 (1)(b)&(e) – Right to be forgotten – This right may apply where the sharing is based on Consent, Contract or Legitimate Interests, or where a Court Order has demanded that the information for an individual must no longer be processed. Should either circumstance occur, the receiving Partner must notify all Data Controllers party to this protocol, providing sufficient information for the individual to be identified, and explaining the basis for the application, to enable all Partners to take the appropriate action.</p>	<input type="checkbox"/>	
<p>GDPR Article 18 – Right to Restriction – Individuals shall have the right to restrict the use of their data pending investigation into complaints.</p>	<input checked="" type="checkbox"/>	
<p>GDPR Article 19 – Notification – Data Controllers must notify the data subjects and other recipients of the personal data under the terms of this protocol of any rectification or restrict, unless it involves disproportionate effort.</p>	<input checked="" type="checkbox"/>	
<p>Article 21 – The Right to Object – Individuals have the right to object to any processing which relies on Consent, Legitimate Interests, or Public Task as its legal basis for processing. This right does not apply where processing is required by law (section 3). Individuals will always have a right to object to Direct Marketing, regardless of the legal basis for processing.</p>	<input checked="" type="checkbox"/>	
<p>Article 22 – Automated Decision Making including Profiling – the Individual has the right to request that a human being makes a decision rather than a computer, unless it is required by law.</p>	<input type="checkbox"/>	
<p>Freedom of Information (FOI) Act 2000 or Environmental Information Regulations (EIR) 2004 relates to data requested from a Public Authority by a member of the public. It is best practice to seek advice from the originating organisation prior to release. This allows the originating organisation to rely on any statutory exemption/exception and to identify any perceived harms. However, the decision to release data under the FOI Act or EIR is the responsibility of the agency that received the request.</p>	<input checked="" type="checkbox"/>	

6.	Security of Information	
Security measures in place – please review to ensure that your organisation can meet this standard. If any Partner cannot meet these standards they must advise the Protocol owner, Essex County Council		GDPR articles 30 - 45
There are good quality access control systems in place	<input checked="" type="checkbox"/>	
Paper information is stored securely	<input checked="" type="checkbox"/>	
Paper and electronic information is securely destroyed with destruction log for electronic information	<input checked="" type="checkbox"/>	
Laptops and removable media such as memory sticks are secured when not in use	<input checked="" type="checkbox"/>	
Technical security appropriate to the type of information being processed is applied	<input checked="" type="checkbox"/>	
Arrangements are in place to meet the requirements for confidentiality, integrity and availability	<input checked="" type="checkbox"/>	
Disaster recovery arrangements are in place	<input checked="" type="checkbox"/>	
Encryption of personal data is fully implemented	<input checked="" type="checkbox"/>	
Data minimisation has been considered	<input checked="" type="checkbox"/>	
Can pseudonymised or anonymised data be used to meet your processing needs?	<input checked="" type="checkbox"/>	
There are sufficient access controls for systems/networks in place	<input checked="" type="checkbox"/>	
Routine and regular penetration tests are carried out	<input checked="" type="checkbox"/>	
Article 40 Codes of Conduct are adhered to (where applicable)	<input type="checkbox"/>	
Appropriate security is applied to external routes into the organisation; for example, internet firewalls and remote access solutions	<input checked="" type="checkbox"/>	
Confirm entry in Records of Processing Activity	<input checked="" type="checkbox"/>	
Additional measure 1 – please specify here	<input type="checkbox"/>	
Additional measure 2 – please specify here	<input type="checkbox"/>	
Personal information will be securely shared via ED Platform (pseudonymised data only).		
Partners receiving information will:		

	<ul style="list-style-type: none"> • Ensure that their employees are appropriately trained to understand their responsibilities to maintain confidentiality and privacy; • Protect the physical security of the shared information; • Restrict access to data to those that require it, and take reasonable steps to ensure the reliability of employees who have access to data, for instance, ensuring that all staff have appropriate background checks • Maintain an up to date policy for handling personal data which is available to all staff • Have a process in place to handle any security incidents involving personal data, including notifying relevant third parties of any incidents • Ensure any 3rd party processing is agreed as part of this protocol and governed by a robust contract and detailed written instructions for processing. 	
7.	Format and Frequency	
<p>The format the information will be shared in is .CSV files via SFTP and HTTPS.</p> <p>The frequency with which the information will be shared is monthly for the duration of the project.</p>		
8.	Data Retention	
<p>Information will be retained in accordance with each partners' published data retention policy available on their websites, and in any event no longer than is necessary.</p>		<p>GDPR Go to article 5</p>
9.	Data Accuracy	
<p>Please check this box to confirm that your organisation has processes in place to ensure that data is regularly checked for accuracy, and any anomalies are resolved <input checked="" type="checkbox"/></p>		<p>GDPR Go to articles 5, 16 - 18</p>
10.	Breach Notification	
<p>Where a security breach linked to the sharing of data under this protocol is likely to adversely affect an Individual, all involved Partners must be informed within 48 hours of the breach being detected. The email addresses on page 1 should be used to contact the Partners. The decision to notify the ICO can only be made after consultation with any</p>		<p>GDPR Go to articles 33, 34, 77 - 84</p>

	<p>other affected Partner to this protocol, and notification to the ICO must be made within 72 hours of the breach being detected. Where agreement to notify cannot be reached within this timeframe, the final decision will rest with the Protocol owner as depicted on page 1 of this document.</p> <p>All involved Partners should consult on the need to inform the Individual, so that all risks are fully considered and agreement is reached as to when, how and by whom such contact should be made. Where agreement to notify cannot be reached, the final decision will rest with the Protocol owner as depicted on page 1 of this document.</p> <p>All Partners to this protocol must ensure that robust policy and procedures are in place to manage security incidents, including the need to consult Partners where the breach directly relates to information shared under this protocol.</p>	
11.	Complaints	
	<p>Partner agencies will use their standard organisational procedures to deal with complaints from the public arising from information sharing under this protocol.</p>	<p>GDPR Go to articles 16 – 22 & 77</p>
12.	Commencement of Protocol	
	<p>This Protocol shall commence upon date of the signing of a copy of the Protocol by the signatory partners. The relevant information can be shared between signatory partners from the date the Protocol commences.</p>	
13.	Withdrawal from the Protocol	
	<p>Any partner may withdraw from this Protocol upon giving 4 weeks written notice to the WEISF administration team weisf@essex.gov.uk. The WEISF administration team will notify other Partners to the Protocol. The Partner must continue to comply with the terms of this Protocol in respect of any information that the partner has obtained through being a signatory. Information, which is no longer relevant, should be returned or destroyed in an appropriate secure manner.</p>	
14.	Agreement	

This Protocol must be approved by the responsible person within the organisation (SIRO/Caldicott Guardian/Chief Information Officer).

Approver Name	
Organisation Name	
Date of Agreement	

Please submit this Protocol to weisf@essex.gov.uk with list of approved signatories. The Protocol will then be published on weisf.essex.gov.uk.

Email approvals will only be accepted from an authorised signatory role from each organisation. Please see the list of authorised roles per organisation on WEISF.essex.gov.uk