

# Information Sharing Agreement

This Information Sharing Agreement (ISA) defines the arrangements for processing data between Provide and the organisation(s) / business(es) listed below and follows the process set out in the organisation's Information Sharing Policy and Procedures and also based on the Data Protection Act, Caldicott Principles and the Information Commissioner's Data Sharing Code of Practice 2011 Section 5.

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*\*This will be entered by the Provide IG Team*

1. Parties to the Agreement: Full name & address of the organisation/business which is party to this agreement
<p><b>1.1 Provide</b>  <b>900 The Crescent Colchester</b>  <b>Business Park</b>  <b>Colchester</b>  <b>Essex</b>  <b>C04 9YQ</b></p> <p><b>1.2</b>  <b>ECC</b></p> <p>Through the below commissioned services:</p> <p><b>Action for Family Carers</b></p> <p><b>Carers First</b></p> <p><b>Essex Carers Support</b></p>

2. What is the purpose of the Information Sharing Initiative? Why is the Information Sharing necessary? What are the specific aims and benefits?
<p>The processing of information under this agreement is necessary to allow patients to access services for support, as part of the EWS Partnerships Pathway and CareNav+ Network of Services under the Essex Wellbeing Service. Provide CIC has been commissioned by Essex County Council to deliver the Essex Wellbeing Service while Action for Family Carers, Carers First and Essex Carers Support are commissioned by ECC to deliver carers support services.</p> <p>Patient data is used to enable EWS and Providers to have access to view referred clients and action support therewith.</p> <p>Processing information under this agreement should inform the delivery of services which are aimed at supporting clients through the Essex Wellbeing Service, these include –</p> <ul style="list-style-type: none"> <li>• The collection, maintenance and processing of patient data to enable the identification.</li> </ul>

- Reporting of anonymised activity and outcomes data to commissioners to support commissioning activities.

### 3. Data Controller(s)

Who determines the purpose(s) and the manner in which the Information to be shared is Processed?  
Please enter both the name of the organisation(s) and a named contact(s)

Data Controller	ICO Notification Number	Contact
Provide 900 The Crescent Colchester Business Park Colchester Essex C04 9YQ	Z2604172	Petra Lastivkova, IG and IT Projects Manager <a href="mailto:Provide.infogov@nhs.net">Provide.infogov@nhs.net</a>
Essex County Council as a Data Controller through the below services commissioned by ECC 19 Market Rd, Chelmsford CM1 1QH	Z6034810	Paul Turner, Director, Legal and Assurance (DPO) <a href="mailto:dpo@essex.gov.uk">dpo@essex.gov.uk</a>
Action for Family Carers Brickhouse Farm Community Centre, Poulton Cl, Maldon CM9 6NG	ZA083087	DPO telephone: 0300 7708090
Carers First Century Drive, Unit 4, Ground, Braintree CM77 8YG	Z5456587	Eddie Finch, chapter 3 consulting <a href="mailto:dpo@c3c.co.uk">dpo@c3c.co.uk</a>
Essex Carers Support Imperial House, Rosemary Rd, Clacton-on-Sea CO15 1NZ	Z2043927	Chief Executive Officer (DPO) <a href="mailto:admin@essexcarerssupport.org.uk">admin@essexcarerssupport.org.uk</a>

### 4. What information needs to be shared?

This should be the minimum amount of data necessary to achieve the objective. List all the individual elements required (e.g. Patient, Name, Address, DOB, NHS Number etc....).

Client/service user data categories

- Title
- Full name
- Address
- DOB

- Telephone number.
- Email address.
- GP Surgery
- Referred by, referrer job role and Referrer organisation.
- Employment status
- Benefits (data gather on receipt of benefits, PIP. Attendance allowance)
- Ethnicity
- Religion
- Marital status
- Which best describes you - Carer / Parent / Both
- Mobile phone
  
- Long term medical conditions
- Pregnancy status
- Secondary contact (NOK, family, etc)
- Are they receiving any other support (if other, please enter)

Triage. Specific triage questions depending on the need of the client and the referring organisations.

The data is collected by EWS - Single Point of Access Triage team mostly via phone when carers call for assistance and support. EWS will then refer to one of the listed providers. The providers will be given access to the user data on the EWS Priority Digital platform. The data goes from EWS to AFC, CF or ECS and back as they use the same record on Priority Digital Platform.

## 5. Who requires access to the shared personal data?

You should employ “need to know” principles. Only relevant staff should have access.

Essex Wellbeing Service, Single Point of Access and Delivery Partners; **Action for Family Carers, Carers First, Essex Carers Support**,  
for referrals to and from the Single Point of Access via Priority Digital Health

## 6. Basis for sharing Information:

Is there a legal duty to share? What is the legal basis under the Data Protection Act 2018? Are you obtaining consent from service users to share this information? Are you informing individuals that you are sharing their information?

*Data Protection Act 2018, Article 6: (a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.*

*Article 6 (1) (e): Processing is necessary for the performance of the task carried out in the public interest or in the exercise of official authority vested in the controller.*

*Article 6 (1)(b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;*

*Article 9 (2)(h) Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or*

member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3.

**7. How frequently is the shared information to be shared?**

Is the sharing an on-going routine process (e.g. Weekly, Monthly, Quarterly etc) or does it only take place in response to particular events? (e.g. safeguarding event)

As and when required per request from a service user.

**8. What risk does the data sharing pose?**

Is any individual likely to be damaged by sharing this information? Is any individual likely to object? Might it undermine individual's trust in the organisations that keep records about them? How will any complaints and incidents be handled?

The referral will be done with the patient's permission.  
The partner organisations access will be role-based, staff are fully trained and they are asked to sign the access request form provided by Priority.  
Any complaints and/or incidents will be handled through Provide's standard complaints and incident management processes.

**9. How can we check the sharing is achieving its objective?**

How will you judge that the sharing is still appropriate and confirm that the safeguards still match any risks?

The agreement will be periodically reviewed.

Continuous provision of quality health care following receipt of referral.

Learning from previous issue/risk reports (Datix).  
Records governed by organisational IG guidance and policies.  
Staff regularly updating their IG knowledge through organisational mandatory training requirements.

**10. Could the objective be achieved without sharing the data or by anonymising it?**

It is not appropriate to use personal data to plan service provision for example, where this could be performed with information that does not amount to personal data.

No. The service need access to the patient data to be able to support individual clients and report back for commissioning / partnership purposes.

**11. In what format will the information be shared?**  
(E.g. Excel Spreadsheet, CSV File, Paper)

Via a direct referral to the organisations as listed in point 1.2 sent through a clients record on Priority Digital Health.

**12. How will the information be transferred?**  
(E.g. post, fax, courier, email, hand delivered or other).

Information will be exchanged by the secure platform Priority Digital Health.  
The approved users from the listed organisations will have access to Priority Digital System to pick and deal with the referral after being trained by PHD.

**13. How will the security for the exchange of information be achieved?**  
Enter here the method for securing the information during transfer between organisations. This may include access controls for connected electronic systems, password protection for files, encryption, secure electronic systems such as NHSmail or TPP SystmOne or using recorded delivery mail.

The information will be sent via Priority Digital Health to enable secure transfer of client's data between the recipient organisation and the Single Point of Access.

**14. Storage Arrangements:**  
How and where will the information be kept? All paper and electronic records must be appropriately stored so as to maintain security and confidentiality

Information will be stored electronically on Priority Digital Health. Access to PHD is role based and all the system has a full audit functionality.

**15. Retention requirements:**  
How long will the shared information be retained by the receiving organisation?

The information will be retained in line with the Records Management Code of Practice for Health and Social Care and/or the retentions setup within the contract.

**16. Disposal Requirements:**  
How will the information be disposed of once no longer required?

EWS - SPA is adhering to the NHS Retention Schedules. The disposal will be done in the accordance with the Records Management policy. Patient will be discharged once no longer with the service.

**17. Subject Access Requests:**

If applicable who will manage and respond to requests made from individuals who the Information relates to under a Subject Access Request?

Subject access requests will be handled by Provide or by the partner organisation depending of the nature of the request's.

This agreement must be formally approved and adopted by all parties before any information sharing takes place. All parties will ensure that this Information Sharing Agreement and the Information Sharing Protocol are disseminated to all relevant staff involved.

**The details of the Agreement will be published on the Provide Intranet. The named persons above and the Information Governance Manager of Provide will retain copies of this Agreement**