

Joining Up Your Information (JUYI) Privacy Notice (PN)

This privacy notice tells you what you can expect us to do with your personal information when you contact us or use our services.

JUYI is a confidential and secure Shared Care Record developed for Gloucestershire that includes health and social care information for patients registered with general practices (GPs) in the county of Gloucestershire.

Allowing health and care professionals involved in your care to view your records helps them understand your needs and make the best decisions with you, and for you.

It means:

- you won't have to repeat your details every time you need care
- clinicians will be able to see what medications you're taking and if you have any allergies, making your treatment safer
- they'll also be able to make better decisions about your care by knowing your recent history – things such as tests, scans, results and prescriptions
- you won't have to explain your social care support to health professionals
- you'll get more efficient treatment because clinicians won't have to wait for other organisations to forward your information by letter or phone
- your care will be more joined up wherever you need it in Gloucestershire.

You can find more detailed information about how we use your information for JUYI [Joining Up Your Information : One Gloucestershire](#)

Our contact details

Name: Gloucestershire Integrated Care Board

Address: NHS Gloucestershire, Shire Hall, Westgate Street, Gloucester, GL1 2TG

General phone number: 01452 943323

General inquiries email address: glicb.enquiries@nhs.net

Website: <https://www.juyigloucestershire.org>

Joint controllers contact details

All JUYI partner organisations that share, and view information are 'joint controllers' with one exception; Gloucestershire ICB (who can only view information) is a joint controller and is the lead organisation. Gloucestershire ICB address is noted above.

The controller(s) are:

Name: Gloucestershire Hospital NHS Foundation Trust

Address: Alexandra House, Sandford Road, Cheltenham, Gloucestershire, GL53 7AN

Phone number: 0300 422 2222

Email: ghn-tr.dataprotection.officer@nhs.net

Website: www.gloshospitals.nhs.uk

Name: Gloucestershire Health & Care NHS Foundation Trust

Address: Edward Jenner Cort, 1010 Pioneer Avenue, Gloucestershire Business Park, Brockworth, Gloucester, GL3 4AW

Phone number: 0300 4218 100

Email: infogov@ghc.nhs.uk

Website: www.ghc.nhs.uk

Name: Gloucestershire County Council

Address: Shire Hall, Westgate Street, Gloucester, GL1 2TZ

Phone number: 01452 425 000

Email: dpo@gloucestershire.gov.uk

Website: www.gloucestershire.gov.uk

Name: General Practices across Gloucestershire – please see separate sheet for details of each general practice

Name: South Western Ambulance Service NHS Foundation Trust

Address: South Western Ambulance Service, Unit 3, Abbey Court, Eagle Way,
Sowton Industrial Estate, Exeter, EX2 7HY

Phone number: 0300 369 0130

Email: dpo@dataprivacyadvisory.com or
SDPlus.InformationGovernance@SWAST.nhs.uk

Website: www.swast.nhs.uk

Name: Integrated Care (IC) 24

Address: Head Office, Integrated Care 24, Kingston House, The Long Barrow,
Orbital Park, Ashford, Kent, TN24 0GP

Phone number: 01233 505450

Website: www.ic24.org.uk

How do we get information and why do we have it?

JUYI receives personal information from health & care organisations involved in your care. This information from different organisations is then blended together in JUYI to provide health and care staff with a clear understanding of your history and needs. It is only accessible to staff who are involved in your direct care and a small number of trained staff involved in development and maintenance of the system.

Data from your General Practice is provided via systems such as [GP Connect - NHS England Digital](#)).

What information do we collect?

Personal information

We currently collect and use the following personal information in JUYI:

- NHS number to ensure we are linking the right information to the right person
- Demographics (Patient name, date of birth, gender, address, telephone number)
- Name of Practice including usual GP and registered GP

More sensitive information

We process the following more sensitive data (including special category data):

- Records of patient conditions, diagnoses and treatment
- Test results (e.g. blood tests, allergy tests, blood pressure) to speed up treatment, care and prevent duplication
- Hospital referrals, admissions and clinic information
- Hospital discharge and visit information (including dates, locations and personnel)
- Allergies in relation to food, environment and medication
- Medications (current and historical) and medication issues
- Procedures (Operations, Vaccination/Immunisations)

JUYI does not include sensitive information relating to sexual health, termination of pregnancy, HIV status or fertility treatment. Patients can ask that specific consultations with their GP be flagged as confidential and not shared. Where a patient's address has been flagged as sensitive on the NHS national demographic service, it will not be shared via JUYI.

Who do we share information with?

We may share information with the following types of organisations:

- General Practices, hospitals, community care teams, care homes, ambulance service, Local Authorities across Gloucestershire
- third party data processors (such as IT systems suppliers)
- planners of health and care services (such as Integrated Care Boards)

What is our lawful basis for using information?

Personal information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for using personal information;

- NHS Trusts and Primary Care (GPs):

Article 6 (1) d, Vital interests - the processing is necessary to protect someone's life.
- For NHS Trusts/Local Authorities/Primary Care (GPs) & Integrated Care Boards (ICBs) (to the extent that ICBs have access to shared personal data to provide integrated care):

Article 6 (1) c to safeguard vulnerable adults and children at risk

Article 6 (1) e, we need it to perform a public task - a public body, such as an NHS organisation or Care Quality Commission (CQC) registered social care organisation, is required to undertake particular activities by law. See [this list](#) for the most likely laws that apply when using and sharing information in health and care.

More sensitive data

Under UK GDPR, the lawful basis we rely on for using information that is more sensitive (special category):

- NHS Trusts and Primary Care (GPs):

Article 9(2) c – vital interests

- For NHS Trusts/Local Authorities/Primary Care (GPs) & Integrated Care Boards (ICBs) (to the extent that ICBs have access to shared personal data to provide integrated care):

[Article 9 \(2\) h](#) in combination with Section 10 (1) c and any relevant condition in Schedule 1, Part 1 of Data Protection Act 2018.

- ‘to provide and manage health or social care (with a basis in law)’. See [this list](#) for the most likely laws that apply when using and sharing information in health and care,

Common law duty of confidentiality

In our use of health and care information, we satisfy the common law duty of confidentiality because:

- you have provided us with your implied or explicit consent (in line with legal guidelines, implied consent is assumed where you have sought support from health and care services and have not explicitly opted-out of sharing your information)
- we have a legal requirement to collect, share and use the data
- for specific individual cases, we have assessed that the public interest to share the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime). This will always be considered on a case-by-case basis, with careful assessment of whether it is appropriate to share the particular information, balanced against the public interest in maintaining a confidential health service

How do we store your personal information?

Each partner organisation keeps its own record of the care you've received from it in line with 'the [Records Management Code of Practice](#) for Health and Social Care' guidance.

Information about you which can be viewed through JUYI is updated in line with those records and effectively shares the same retention rules for practical purposes. Only data currently visible in each of the local systems will be visible in the Shared Care Record.

Copies of appropriate parts of these records are shared securely using an encrypted connection to the data processors (Orion Health) JUYI clinical database, which is in a highly secure professional data centre in England.

JUYI holds limited information about you for its own purposes, such as your name, date of birth and NHS number. This ensures that information from multiple sources can connect, made available and allows JUYI to create and hold audit data about use of the system. Audit data will be retained for two years.

Orion Health is the system supplier (data processor) who is contractually obliged to comply with any requests by the partners to remove/delete data when instructed to do so.

What are your data protection rights?

The information displayed in JUYI is a view of the records held by multiple organisations and nothing is changed in the system.

You have the right to ask for a copy of information organisations hold about you. If you wish to know what information is held about you, please contact the relevant organisation for example, your general practice for primary care information, local authority for your social care information or hospital if you want to know about your treatment records.

If you feel the information that is shared and viewed using JUYI by your health and care professionals is wrong, you have a right to have your records rectified, erased or restricted from processing, please contact the organisation who holds the record you want to be erased, rectified or restricted.

You can choose whether to share your information using JUYI. It is possible to change your mind at any time by:

- speak to your general practice or
- print and complete the form using this link [Microsoft Word - JUYI-sharing-preference-form-20240118.pdf \(onegloucestershire.net\)](#) and return it to your general practice to register your objection.

If you do register an objection, it is important that you understand the implications of doing so. GPs, hospitals, community health, ambulance service, mental health and social care teams all hold important information about patients, but it is often not available to people working in other parts of your local NHS and care community.

This is because different parts of the system are using specialised but currently unlinked systems, so important information in one part of the NHS may not be readily available to people treating you in another.

Doctors, nurses and other people providing care will base their treatment on the information they have about you – often relying on referral information from other health and social care colleagues.

They need this information to make sure you receive the best and most appropriate care, but if more details are needed you might have to repeat answers you have already given, fill out more forms or even undergo tests that have already been carried out at an earlier stage of your treatment.

It could also mean delays if, for example, a hospital consultant has to contact your GP surgery to confirm details – this is often by letter, email, video conference or telephone.

JUYI makes key parts of your medical records available whenever and wherever they are needed to staff who are directly involved in caring for you.

Remember, the details they have access to are already being shared (by letter, email video conference or telephone, for example) – all we are doing is using secure technology to give doctors, nurses and others involved in your care, better and quicker access, whenever it is needed.

The right information, in the right place, at the right time.

How do I complain?

If you have any concerns about the use of your personal information, you can make a complaint to the organisation providing your health or social care.

Following this, if you are still unhappy with how JUYI have used your data, you can then complain to the Information Commissioner's Office.

The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date of last review – March 2025 added IC24 to the list of joint controllers. Next schedule review is October 2025 unless significant changes arise before this date.