

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

This Privacy Notice explains how your personal information is used within the JUYI Shared Care Record, who it may be shared with, and the choices and rights you have regarding your information.

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.

For selected clinical pathways, authorised clinicians can also create, update and share digital care plans within JUYI to support safe and coordinated care. Examples include:

- Recommended Summary Plan for Emergency Care and Treatment (ReSPECT)
- Mental Capacity Act (MCA) assessments and associated documentation

Using JUYI helps health and care professionals understand your needs and make informed decisions with you and for you.

It means:

- you will not need to repeat your medical history every time you receive care
- clinicians can see important information such as allergies and medicines, helping to make treatment safer
- authorised clinicians can record, update, and share agreed care plans where appropriate
- clinicians will be able to make better decisions about your care by knowing your recent history, things such as tests, scans, results and care planning wishes
- you won't have to explain your social care support to health professionals
- more efficient treatment because clinicians won't have to wait for other organisations to forward your information by letter or phone
- unnecessary duplication of assessments and tests can be reduced
- your care will be more joined up wherever you need it across Gloucestershire

Further information about JUYI and how we use your information is available on the JUYI website: [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

The organisations that jointly decide how and why JUYI operates are Joint Controllers. Gloucestershire Integrated Care Board (ICB) is the Lead Joint Controller. Each participating organisation remains responsible for the personal information it contributes to and accesses through JUYI, as set out in the Joint Controller Agreement and Data Protection Impact Assessment.

The joint controller(s) are:

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>

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 Court, 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

How we obtain your information and why do we have it

JUYI receives personal information from health & care organisations involved in your care. This includes information received from:

- GP practices
- NHS Hospital Trusts
- Community health services
- Mental health services
- Adult social care
- Ambulance services
- Other participating health and care organisations involved in your care

Information from different health and care organisations is securely brought together within JUYI to provide authorised health and care professionals with a clearer understanding of your health history, current needs and care requirements.

The information viewed through JUYI remains the responsibility of the organisation that originally recorded and holds the information. JUYI provides a secure view of information from multiple systems but does not replace the original records or change the information held by those organisations. Information from your GP record is shared with JUYI through approved NHS services, such as [GP Connect](#), [NHS England Digital](#) provided by NHS England. GP practices contribute information to support joined-up care but do not manage or operate the JUYI system.

Only authorised staff who have a legitimate relationship with you and require access to support your health or social care can access information through JUYI. A small number of specially authorised technical staff may also access the system where necessary to support its development, maintenance and security. Access is restricted according to each user's role and responsibilities, and all access is recorded, monitored and audited to ensure information is used appropriately. In exceptional circumstances, authorised clinicians may use an emergency "break-glass" access function where this is necessary to protect your life or provide immediate care. Any emergency access is subject to additional monitoring, review and audit.

Where it forms part of your direct care, authorised health and care professionals may create, view or update Digital Care Plans within JUYI. This helps professionals involved in your care work together and ensures important information about your needs and preferences is available when required.

What information 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 health and care information (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)

Digital Care Plan Information

- ReSPECT
- CPR recommendations
- Capacity assessments (linked to ReSPECT)
- Clinical notes relating to care planning
- Date and time of creation
- Review dates
- Authoring clinician
- Amendment history
- Electronic approval and audit information

Only information that participating organisations are legally permitted to share through the Shared Care Record will be available within the system. Information that cannot lawfully be shared, or where there are legal or professional restrictions on disclosure, will not be accessible through the Shared Care Record. For example, certain records relating to fertility treatment, adoption proceedings, or information that has been subject to additional confidentiality restrictions may not be shared. Where a patient's address has been flagged as sensitive on the NHS national demographic service, it will not be shared via JUYI.

Why we use your information

We use your information to:

- provide safe and effective direct care
- support informed clinical decision making
- enable health and social care professionals to work together
- reduce unnecessary duplication
- support emergency treatment
- maintain accurate shared care plans
- improve continuity of care between organisations
- maintain security and audit records for the system.

Who can access and receive your information

Information within JUYI is shared only with participating organisations involved in providing your health or social care. This may include authorised professionals working in:

- General Practice
- Hospitals
- Community Services
- Mental Health Services
- Adult Social Care
- Ambulance Services
- Urgent Care Services
- Care Homes (where authorised)
- Other participating organisations involved in your care (for example, Hospices)

Digital Care Plans created within JUYI may also be viewed by authorised professionals involved in your direct care to support safe treatment and decision-making.

We also use approved data processors, including IT system suppliers, who provide technical services on behalf of the Joint Controllers. A small number of authorised technical support staff may access information where necessary to maintain or support the system under strict contractual, confidentiality and security controls. All such processors are contractually required to comply with UK data protection legislation.

Lawful basis for using your personal information

We only use and share your personal information where we have a lawful basis to do so under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal information

For organisations providing your health or social care, we rely on one or more of the following lawful bases:

- Article 6(1)(d) – Vital interests: where processing is necessary to protect your life or someone else's life in an emergency (break-glass situations).
- Article 6(1)(c) – Legal obligation: where we are required by law to process or share information, for example to safeguard children or vulnerable adults.
- Article 6(1)(e) – Public task: where NHS organisations, local authorities and Integrated Care Boards process information to carry out their official functions and provide health and social care services.
- Article 6(1)(f) – Legitimate interests: this may apply to private sector organisations providing NHS-funded or commissioned services where they are not carrying out a statutory public function. This lawful basis is only used where appropriate and in accordance with data protection law.

Special category (more sensitive) information

Health information is classed as 'special category' personal data and receives additional legal protection. For organisations providing your care, we rely on one or more of the following conditions:

- Article 9(2)(c) – Vital interests: where it is necessary to protect your life or another person's life and you are unable to give consent.
- Article 9(2)(h), together with section 10(1) of, and the relevant conditions in Schedule 1 to, the Data Protection Act 2018: where processing is necessary for the provision, management or administration of health or social care, or treatment.

These lawful bases support the sharing of information needed to provide safe, effective and coordinated 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 consent (in line with legal guidelines, implied consent is assumed where you have sought support from health and care services and have not explicitly objected to 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 information, balanced against the public interest in maintaining a confidential health service.

How we store your personal information

Each participating health and care organisation remains responsible for the records it creates and holds about the care you have received. These records are managed and retained in accordance with the [NHS Records Management Code of Practice for Health & Social Care](#)

Information about you that is available through JUYI is updated from the records held by participating organisations and, for practical purposes, follows the same retention arrangements as the original records. Only information that is currently available within the contributing organisation's systems will be visible through JUYI.

Relevant information from these records is shared securely with the JUYI clinical database using encrypted connections. The JUYI clinical database is hosted by Orion Health, the system supplier and data processor, within a highly secure professional data centre located in England.

JUYI only holds a limited amount of information about you for its own operational purposes, such as your name, date of birth and NHS number. This information allows JUYI to securely link information from different health and care organisations, make it available to authorised professionals involved in your care, and maintain records of how the system is used.

Audit records

To help protect your information and ensure appropriate use of JUYI, access to the system is recorded and monitored. Audit records include:

- Who accessed your information
- When your information was accessed
- Digital Care Plans that have been created
- Any use of emergency "break-glass" access
- The reason recorded for emergency access

Audit records are retained for two years.

Orion Health provides the JUYI system as a data processor on behalf of the participating health and care organisations. Orion Health is contractually required to comply with instructions from the data controllers, including requests to remove or delete information where legally required.

Your data protection rights

The information displayed in JUYI is a secure view of the records held by multiple health and care organisations. JUYI does not change, amend or store the information held within the original record.

You have the right to request a copy of the information an organisation holds about you. If you would like to access your records, please contact the organisation responsible for holding that information, for example:

- Your GP practice for primary care records
- Your local authority for social care records
- The relevant hospital or healthcare provider for treatment records

If you believe information that is shared and viewed through JUYI by health and care professionals is inaccurate, you have the right to request that your records are corrected. You may also have the right to request that processing of your information is restricted or, in certain circumstances, that information is erased. Requests should be made to the organisation that holds the relevant record.

Choosing whether your information is shared through JUYI

You can object to the sharing of your information via JUYI. You can change your preference at any time by:

- Speaking to your GP practice; or
- Print and complete the JUYI sharing preference form [JUYI-sharing-preference-form](#) and returning it to your GP practice to register your objection.

If you object to sharing your information through JUYI, it is important that you understand how this may affect your care. GPs, hospitals, community health services, ambulance services, mental health services and social care teams all hold important information about you. However, this information is often stored in separate systems that do not currently link together. This means that information recorded in one part of the health and care system may not always be immediately available to professionals caring for you elsewhere.

Healthcare professionals make decisions based on the information available to them. Without access to information through JUYI, they may need to rely on information provided through referrals or ask you to provide details again. This may mean that you:

- Need to repeat information you have already provided
- Complete additional forms
- Have tests repeated that have already been carried out

There may also be delays in your care while healthcare professionals request information from other organisations, for example by letter, email, telephone or video consultation.

JUYI helps make important information from your health and care records available securely to authorised professionals who are directly involved in your care, whenever and wherever it is needed. The information available through JUYI is information that is already shared between health and care organisations through existing methods, such as letters, emails, telephone calls and video consultations. JUYI uses secure technology to provide authorised professionals with faster and easier access to the information they need to support your care.

If you choose to object, your health and care information will continue to be processed by the organisations providing your care, but your record within JUYI will be locked and will not be accessible to authorised users except in an emergency, where an authorised healthcare professional may use the 'break-glass' function to access it for your direct care.

How to complain

If you have any concerns about how your personal information is being used or shared, you can raise a complaint with the organisation responsible for your care.

If you remain dissatisfied after contacting the relevant organisation, you have the right to complain to the Information Commissioner's Office (ICO), the independent regulator responsible for upholding information rights.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: <https://www.ico.org.uk>