# Referral Support Service Gateway

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| **Data Controller(s)** | NHS Humber & North Yorkshire Integrated Care Board |
| **Purpose** | GP Practice referrals and Community Ophthalmology onward referrals to secondary care managed by the ICB, submitted via Gateway.  Gateway® (incorporating Capture®) is a referral, advice and pathway platform. It connects with primary care clinical systems and also e-RS to provide a total wrap around solution, improving the quality of referrals and advice requests. |
| **Type of information Used** | Personal: Name, address, date of birth, GP Practice, contact numbers, next of kin, photographs/ pictures.  Sensitive: Health information, racial/ ethnic origin, religion, genetic data |
| **Legal basis** | GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the exercise of official authority vested in the controller…  GDPR Article 9(2)(h) processing is necessary for the purposes of the provision of health or social care or treatment or the management of health or social care systems and services.  Implied consent at the point of referral in the GP practice. For the purpose of Direct Patient Care as defined by GDPR Article 9(2)(h).  The Capture® mobile app (iOS/Android) for tele-dermatology prompts the user to ask for consent via a message on screen |
| **How we collect (the source) and use the information** | Referral information is submitted following a patient consultation. Any support patient information is extracted from NHS Spine.  Once the referral has been made is kept in its state at that time, for clinical/audit purposes it should only be updated/refreshed as part of the referral journey, by the appropriate process/operator.  Gateway® connection to Primary Care clinical systems (EMIS Web and TPP SystmOne) it dynamically builds a new advice or referral request. The platform then routes the request to relevant clinical experts for assessment (where appropriate) and then connects with e-RS the present available services to be booked – all within the Gateway® platform. Information is written back to the patients medical record throughout the journey. The patient can view their bookings via our patient portal. Capture®, our tele-dermatology, mobile app (Android and iOS) can also be used to help GPs incorporate high quality dermatoscopic photos within their requests. |
| **Data Processors** | [Accenda Limited](https://registry.blockmarktech.com/organisations/GBLTD06286562/) (Gateway System Supplier) |
| **Your Rights** | * To be informed about the processing of your information (this notice) * Of access to the information held about you * To have the information corrected in the event that it is inaccurate * To object to it being processed or used * Not to be subject to automated decision-taking or profiling * To be notified of data breaches |
| **How long we will keep the information** | Information is stored in line with the NHSE Records Management Code of Practice 2023. |
| **Who we will share the information with (recipients)** | The Gateway® system is designed to direct patient referrals to the appropriate care setting, supported by Clinical Triage/Advice and Guidance.  Information will be shared with the relevant secondary care provider. For example an Acute Trust. |