

**March 2022**

## **Reducing Inequalities through Vaccine Support scheme Privacy Notice**

Under data protection law we must tell you about how we use your personal information. This includes the personal information that we share with other organisations and why we do so. Our main GP practice privacy notice is on our website. This additional privacy notice provides details about the Reducing Inequalities through Vaccine Support scheme (RIVS).

### **What is the Reducing Inequalities through Vaccine Support scheme (RIVS)?**

We know that achieving the highest possible high level of COVID-19 vaccine uptake is the most effective intervention we have to manage the current pandemic. Suffolk has successfully achieved very high rates of vaccination and booster take up in many areas and many age groups, and extraordinary efforts continue to be made across the whole health system to vaccinate and boost as many people as possible, with high levels of success.

When the current booster programme ends, even with generally very high take-up rates, some populations within Suffolk are likely to continue to have lower vaccination rates than other areas. Public Health Suffolk will be contacting unvaccinated people living in these relatively low-uptake areas by phone, and to offer them bespoke support to access vaccination if that is the individual's wish, through the Reducing Inequalities through Vaccine Support scheme (RIVS).

The calls will be made by experienced call handlers who are confident and competent to talk about COVID-19 and to offer support with vaccination, but also more widely in relation to COVID-19 if needed. The purpose of the calls is not to persuade people to get vaccinated – remaining unvaccinated is an individual's right. However, where individuals would like to be vaccinated but face real or perceived difficulties in achieving this, the call handlers will help them.

### **How will my Personal Information be used?**

The information needed for this Project will include information about your vaccination status, your contact details and very limited demographic data to allow us to identify your individual record. Your GP will send the information they hold on their systems to the NHS North of England Commissioning Support Unit (NECS), who are part of NHS England. NHS Digital, who already hold information about COVID-19 vaccination, will send the information they hold to NHS North of England Commissioning Support Unit (NECS).

NECS will make the GP data linkable with NHS Digital data to understand the vaccination status of individuals.

This information will be used to identify individuals who are unvaccinated against COVID-19 and details of these individuals will be used by trained call handlers to make contact.

Specific assistance the call handlers will be able to offer will include:

- Taking time to understand the specific barriers an individual may be facing in accessing vaccine, *if the individual wishes to discuss those issues*
- Giving advice on the safety and effectiveness of vaccination *if that is something the individual wishes to understand more about* – using Language Line to provide the information in different languages if needed
- Linking individuals up with community groups where particular cultural concerns/barriers exist to share experiences *where an individual would find this helpful*
- Booking an individual into a vaccine appointment *if the individual wishes this to happen*
- Booking paid-for transport for the individual to support them to access the vaccine appointment if that support access – *this service will not be available to the wider population after the end of the current booster roll out*
- If a person is currently COVID-19 positive, the call handlers will be able to provide advice and links into services which can support people, such as the Suffolk Advice and Support Service, the Local Welfare Assistance Service and make links into wider voluntary sector support.

If a person has previously had COVID-19 and cannot yet have a vaccination, the call handlers will be able to arrange a further call when a person becomes eligible for the vaccine again, to offer further support at that time.

The outcome of each conversation will be recorded in a bespoke system by Public Health Suffolk staff, which will be used to audit and assess the results of the scheme.

### **What will happen to my Personal Information when the Project is Finished?**

For the RIVS scheme, data will be processed only for the duration of the programme. Once the programme has been completed the information will be securely destroyed from Public Health Suffolk systems.

NECS working on behalf of the practice will retain the practice data as agreed for a maximum of 14 days to ensure that they successfully remove any identifiable data. Once this is accomplished the identifiable practice data will be securely destroyed. De-identified data will be used by analysts to evaluate the scheme and for statistical analysis.

### **Our legal basis for sharing data**

The legal basis for this data sharing is that the Department of Health and Social Care has served notice under Regulation 3(4) of the Health Service (Control of Patient Information) Regulations 2002 (COPI) to require organisations to process confidential patient information, set out in Regulation 3(1) of COPI. These notices require that data is shared for purposes of coronavirus (COVID-19), and give

health organisations and local authorities the security and confidence to share the data they need to respond to coronavirus (COVID-19).

For patients, this means that their data may be shared with organisations involved in the response to coronavirus (COVID-19). Article 6 and 9 from UK GDPR are still required to be met.

The reasons for requesting this data are two-fold:

1. **For direct patient care purposes** to enable more focussed calls / contact to those who are unvaccinated to offer to book them into appointments, provide transport to sites where patients wish to take up that offer
2. **For indirect care purposes using anonymised data** – to support more detailed and accurate analytics and population mapping of vaccine take up than has been possible from the data held within the NIMS system

Further information about how health and care data is being used and shared by other NHS and social care organisations in a variety of ways to support the Covid-19 response is [here](#)