

Professional Support Unit

Confidentiality Policy and Privacy Notice

We, the Professional Support Unit (PSU), take seriously the protection of your personal and confidential information. In addition to the [HEE privacy notice](#), please take a moment to read the following PSU Confidentiality Policy and Privacy Notice, which sets out how we use and protect this information. You should also read our [Frequently Asked Questions](#).

The PSU forms part of the Professional Development Team in London and Kent, Surrey and Sussex (KSS). This Confidentiality Policy and Privacy Notice may be amended from time to time, and we therefore suggest that you review it periodically.

1. Your personal information

Personal information means any data from which you can be identified (including information such as your name, postal address, email address and professional register number) and which concerns you. All personal information we obtain from you in relation to your use of the PSU services will be dealt with in accordance with the provisions of this policy.

1.1 Within your case file we maintain a 'Basic Record' of all healthcare professionals who access our services. This information comprises:

- Your name
- Professional register e.g. GMC / NMC number
- Career grade
- Employer and, for medics, their responsible officer
- The specific services you access
- Your PSU appointment dates
- Demographic data (ethnicity, place of primary medical qualification, any disability)

1.2 We will also create a 'Casework Record' for each particular PSU service you receive. This information could comprise:

- A summary of objectives arising from our conversations with you and details of your progress
- Correspondence concerning your case including emailed communications between you, your allocated adviser and the service administrator
- Within skills and personal development planning services, a summary of our observations and feedback to you

1.3 If a regulator, responsible officer, manager or supervisor call us regarding a clinician they are concerned about, we will keep a record of the date, your name, position and contact details, the name of the individual that they are concerned about and the advice that we have given to them (specific details of content and in which circumstances this advice is provided is outlined in sections 2.1 to 2.5 of this policy).

2. Maintaining confidentiality

We comply with the professional standards set out in the [General Medical Council's Medical Practice Guidance](#) and apply these to the services we provide to all clients whatever their professional background.

We may disclose information from your Basic Record, specifically the services you have accessed with the dates of appointments, in the following circumstances:

- 2.1. Where there is a regulatory and/or contractual requirement to share information about your professional development; and/or
- 2.2. For doctors in postgraduate training, to allow your Responsible Officer to be aware that you are accessing appropriate support. For doctors in postgraduate training on programmes aligned to London and KSS Responsible Officers, the information is disclosed through the London and KSS Case Management and Appeals Team.

We may also disclose your information, including from your Casework Record, in the following restricted, rare circumstances:

- 2.3. When the disclosure is required by law, such as where there is a court order, or statutory obligation requiring us to make such a disclosure;
- 2.4. When we become aware of, or have good reason to suspect, that the health or safety of any individual (including a patient or yourself) is at risk; and/or
- 2.5. Otherwise, if we believe that such disclosure is necessary in order to assist in the prevention or detection of any criminal action (including fraud) or is otherwise in the overriding public interest, and is permitted by law.

In addition, for doctors and dentists in postgraduate training in London and KSS who are receiving skills based services, such as language and communication skills, we will provide feedback to your supervisor to assist and encourage your development in the workplace. Feedback may include information from your Casework Record. However, no feedback will be provided without your prior knowledge of the content. Coaching conversations are always confidential outside the exceptional circumstances listed in points 2.3 to 2.5 above.

For all PSU services we suggest that you include reflections of your engagement with the PSU in your training educational portfolio.

3. Sharing your information and records within the PSU

The PSU comprises the following teams:

- Single Point of Contact (SPOC)
- Individual Support Team (IST)
- The Coaching Service
- The Careers advice team
- Specialist Clinical Communication & Linguistic Services Team (SCCLS)

On occasions we may share information from your 'Casework record' with other teams within the PSU. The purpose of this would be to:

3.1 Seek advice or an opinion from a colleague in order to help ensure we are offering you the most suitable support available from the PSU. We will do this without sharing your 'Basic Record' (see 1.1).

3.2 Facilitate you accessing one of the other teams within the PSU and reduce the need for you to repeatedly share the same information from your casework record with us. This would normally be done after you have agreed with professionals from the current PSU service you are working with to an internal transfer to another PSU other team. We would share your personal information and casework record in such situations.

3.3 If at any point you would like us not to share any aspect of your casework record please inform us directly by emailing psu.lase@hee.nhs.uk or the relevant PSU mailbox. You would still be able to access other teams within the PSU if you do not want an internal transfer and sharing of your information, but you would need to complete another application to that team and may need to have an introductory conversation with a team member first.

4. How we use your personal information

- We use your personal information in the provision of our services to you.
- We may also use your information for administration purposes, to develop new and existing services, and to manage our funding arrangements.
- We use demographic data anonymously to monitor our duty to enhance equality

5. How we protect your personal information

We are strongly committed to data security and we take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We adhere to the Health Education England (HEE) Information Governance guidance and General Data Protection Regulation (GDPR) to safeguard the information you provide us.

6. Updating your personal information

You are entitled to see the information held about you and to amend or update any inaccuracies in your personal information. If you would like to review or update your personal information please contact us at psu.lase@hee.nhs.uk.