

## How We Use Your Information

### Fall Prevention Team

The Fall Prevention team at Bradford District Care Foundation Trust supports service users who are at risk of or have experienced falls. We provide fall exercise programmes and home based strength and balance exercise programmes to help prevent future falls and minimise the risk of injury. When you are referred to our service, we create a record containing details such as your name, address and contact details. This is used to help us contact you during the course of your involvement with our service. We will also complete a detailed assessment of your needs and record fall prevention exercise and balance baseline assessments, interventions and outcomes. We may also need to access your current healthcare records to ensure that the exercise programmes we design for you will be safe and effective.

We will always ask you for your consent to participate in these exercise programmes and we aim to ensure that you have enough information to understand what is involved. You are free to change your mind and withdraw from further involvement at any time. You can do so by contacting the Falls phone line on 01274 322184.

All of the information we record about your time in our care will form part of your life long health record that is held securely as part of your NHS shared care record on an electronic system. We may feel that it is necessary to refer you on to another healthcare professional and we work closely with both Bradford Teaching Hospital Foundation Trust and Airedale NHS Foundation Trust and may refer you on to professionals who work with these services. In this situation, we would again seek your consent to share information contained in your health records to ensure the effectiveness of your ongoing care. We may also help you to attend appointments with the help of the Patient Transport Service, in which case they would be provided with your name, address, contract details and drop off location. These are provided in electronic form to the driver for the duration of your journey and are not stored or saved beyond this involvement.

Any record of your care plan that is kept outside of your patient record (such as patient information or correspondences) will be retained for 8 years after your treatment ends. These will then be securely destroyed unless you ask for them to be removed from our system sooner.

If you would like to receive a copy of any of the information we hold on you please email [dpa.requests@bdct.nhs.uk](mailto:dpa.requests@bdct.nhs.uk) or write to: The Information Governance and Records Management team, New Mill, Victoria Road, Saltaire, West Yorkshire, BD18 3LD or phone **01274 363 629**. If you have any concerns about any of the information contained within your records, please contact the team to discuss your rights.

If you have any concerns about how we use your information you can contact our Data Protection Officer, Gaynor Toczec on [dpo@bdct.nhs.uk](mailto:dpo@bdct.nhs.uk) If, for any reason, you are unhappy with our response you can contact the Information Commissioners Office for further guidance. Call the helpline on 0303 123 1113 (local rate number) Or see the ICO website <https://ico.org.uk> Write to: The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AE.