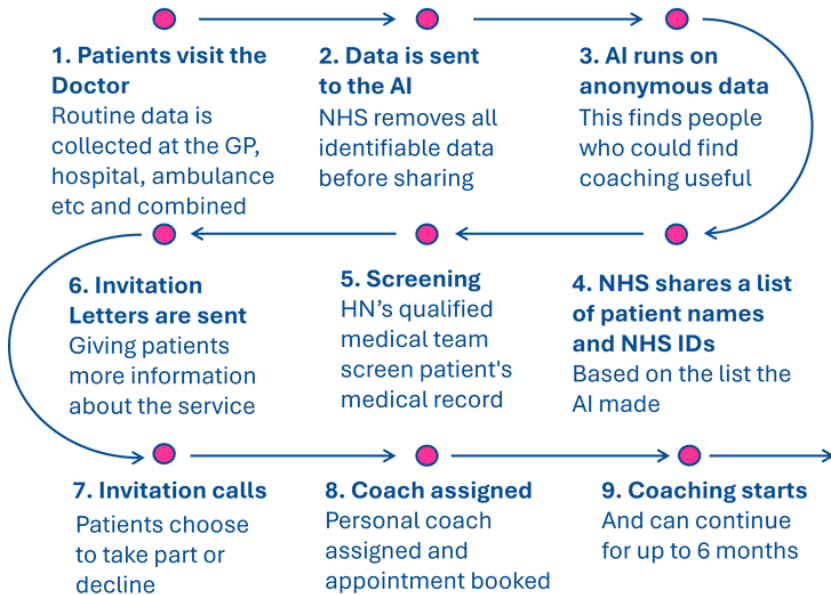


Clinical Coaching and Your Data

Supporting Patients with Long-Term Health Conditions

How does it work?



Frequently Asked Questions

How do we find people who might need help?

We use AI to find people who might need some extra support with their health. The AI can find 8 out of 10 people who could find the coaching useful.

What information is used and by who?

- The North East London NHS Integrated Care Board (ICB) combines all patient information from GP and other NHS services. The ICB is in charge of planning and managing health services in North East London.
- Names and details are removed so we cannot tell who you are.
- This anonymous information is shared with Health Navigator (HN) Ltd, a non-NHS partner.
- Our AI finds patterns in the information which means a person could benefit from coaching.
- We pass the results back to the NHS, who then add the names and NHS number of patients who could benefit.
- A medical professional at HN then screens the patient's health records.

What happens during screening?

- 1.The NHS sends HN the names of the people the AI found.
- 2.HN medical professionals look at their health information.
- 3.They check if the AI was right and the coaching is likely to help the person.

How does HN keep your data safe?

We use advanced security following strict NHS guidelines so your data won't be misused or lost. Your information is stored in highly secure systems. Your data is always encrypted, which means it's scrambled so only the right people can see it.

How long is your data kept?

We delete your information straight away if:

- Coaching is not right for you
- You say no to coaching
- You ask us to delete it

If you take part in coaching, we will keep your information while we support you and to help improve the service. You can stop the coaching and your information being used at any time. This will not affect your normal NHS care or being offered new services in the future.

How do we check if the coaching is working?

We are asking patients who are offered coaching and patients who aren't to complete a survey. This helps us understand if coaching makes a difference.

What if I don't want my data used?

You can tell us at any time that you don't want your data used. We will let the NHS know, and your data will not be included. This means you won't be offered coaching and won't be asked to complete a survey but it will not affect your normal NHS care. Our contact details are below.

Your data is always protected

If you have more questions, do not want your data used, or to be contacted, please get in touch.



Website - www.hn-company.co.uk/contact



Email - admins@hn-company.co.uk



Phone number - 020 8064 3221



Service
provided by:



**This programme has been approved by the
Secretary of State for Health and Social Care,
on advice of the Confidentiality Advisory Group**