Database Policy and Procedure

Background

Members of the public are encouraged to share their views on social and health care with their local Healthwatch.

Parkwood Holdings have designed and created a Healthwatch Database to record comments, membership levels, activities and work performed.

To ensure that local Healthwatch gather as much evidence and feedback as possible from local service users and patient groups, it is necessary to record these comments. The comments recorded on the database allow for trend analysis to take place.

Legal Framework

Healthwatch shall act in accordance with the following legislation:

- The Data Protection Act (1998) is based around eight principles. The fourth principle states 'personal data shall be accurate and, where necessary, kept up to date'.

- The Human Rights Act (1998)

- The Freedom of Information Act (2000)

Policy

The Parkwood database is used to record the information it receives in a number of ways.

1. **Membership**

The database is used to hold and maintain all members. Such information contains the members name, membership level, contact details and other personal data all of which is operational.

2. **Activities**

The database is used to store activities that Healthwatch representatives have attended, the purpose and outcomes of the meeting or event.

3. Service User Comments

The database captures and records all comments received and allocated them a unique coding reference to allow experiences to be captured across the care pathway - transport, reception, diagnosis, clinical treatment, clinical nursing, discharge, follow on and community services. These comments can be individual and group experiences.

4. Advocacy

The work undertaken by advocates working for Healthwatch is recorded on the database in the case management section

5. Signposting

All signposting activities are recorded on the database in the case management section, this includes where enquires were signposted to.

6. Data Collection

Data entered into the database will come from a variety of sources, which would include, but not limited to:

- Comments received at outreach events, community activities, meetings
- GP Patient Survey
- Patient Opinion website
- NHS Choices website
- Patient Participation Groups
- Local media
- Correspondence
- Social media

Procedure

1. Membership

This section contains personal data regarding members. This section can only be completed when permission has been granted by the person or organisation for it to be added to the database. When request are made by the member for the records to be updated, this must be acted upon.

2. Activities

This section records community engagement activities, meetings etc that members of staff and volunteers have attended on behalf of Healthwatch.

3. Service User Comments

The comment must not contain the name of the person providing the comment. The comment should be recorded on the database verbatim as given to the person taking the comment, all efforts are to be made to ascertain the service they are commenting on and when the comment relates to.

4. Case Management

The actions taken in regard to signposting activities or advocacy work are to be recorded in this section

5. Feedback

The database allows for feedback about the service to be recorded

6. Reports

Reports on each of the above area can be generated by a click on a button. Also a KPI report can be generated. By generating reports trend analysis can take place.

7. Acceptable Use

Acceptable use of this database is made available only for authorised

users.

Uses that are allowed:

- You may use the database for purposes of research.
- You may browse and search the database on the screen.
- You may make and save reports generated from the database.

Uses that are NOT allowed:

- To sell or otherwise re-distribute data to third parties without express permission
- To reproduction or distribution of the database unless without express permission from Parkwood Holdings.

No outside agency will be allowed the direct use of, or have direct access to, the database.

8. **Training**

Training will be provided to users and ongoing support available from Parkwood. A user guide is available on the database system to use as a reference guide.

*Parkwood Disclaimer

This policy applies to all staff when acting under the cover of 'Healthwatch' and whilst carrying out 'Healthwatch' specific activities. All Healthwatch staff are Parkwood employees and it is such that this policy is underpinned by Parkwood's policy and procedural framework. Parkwood reserves the right to implement its own policies in relation to Parkwood employees at any time.

References
Related Policies and Procedures

Healthwatch	Parkwood
Information Governance	Data Protection
Data Protection	Confidentiality
Escalation	Retention of Records
Database User Guide	Training