

Using technology to give more time for patient care

Information for patients

Introduction

Technology is improving lives in many ways and we believe patients could receive better care and have a better experience as a result.

At our Trust, we have already introduced a single electronic patient record (EPR) system which gives staff quicker and easier access to up-to-date information about a patient's treatment via a computer.

In January 2019, we began using a secure mobile application (app) called Streams that allows healthcare professionals to view a patient's latest test results (such as laboratory and radiology results) from their smartphone or tablet device. This allows staff to make quick decisions if test results show changes to a patient's condition, without having to leave patients to log onto a computer.

Our general surgery team at St Mary's Hospital was the first to begin using Streams and we now have a number of healthcare professionals across our five hospitals able to use the secure app with plans to roll out on a wider basis over the coming months. No data is stored on the device itself.

What is an app?

'App' is short for application and is associated with software that runs on a mobile device. Apps are usually accessed by clicking or tapping on an icon on the home screen of your smartphone or tablet.

What are the benefits of using apps?

Healthcare professionals want to be able to spend more time with their patients and accessing clinical information securely from a mobile device app will help make this possible. Initial feedback from another NHS Trust already using the Streams app has shown that it saves computer time which healthcare staff can instead spend with the patient.

Who has access to my records?

As with paper medical records or the EPR system, there are strict rules in place so that only healthcare professionals who have been enrolled by the Trust will be able to log into Streams. They will have to go through two levels of security checks to be able to access your records.

Is my data safe?

Yes. The Streams app has been designed and built to the highest security standards and both the Trust and the company who provide the app, called Google Health, take data security extremely seriously. The data used to provide Streams is stored in accredited data centres in the UK and EU and all access is restricted, logged and strictly governed by the Trust. The data is encrypted, which means it becomes a 'code' that cannot be read without a specific 'key'. The security of the app has passed all NHS audit and review processes.

Will healthcare professionals be able to access my test results on the app from their personal mobile phones?

We want to make the use of the app as easy as possible for our healthcare professionals and so they are able to download the app on their personal mobile phone. All access via the app is strictly governed and logged, so only healthcare professionals who have been enrolled by the Trust will be able to log into Streams.

Can healthcare professionals use the app when they are not at work?

For most staff, the app will only work when at one of our hospital sites. Only clinicians with out-of-hours on-call responsibilities will be able to use the app when they are not at one of our hospitals. Special security permissions will need to be authorised before this function is available to them. This will be a small number of consultants (senior doctors).

What happens if a healthcare professional loses their mobile device? Will others be able to log into the app and access my information?

No. Healthcare professionals using the Streams app must have set a passcode on their device – this adds a layer of protection and ensures the data on it is kept safe in case of theft or loss. No data is stored on the phone itself. Like many banking and medical apps, Streams requires you to enter your passcode or use your fingerprint to gain access to the app.

What happens if a healthcare professional using the app leaves the Trust? Will they take my data with them?

No. They will be taken off the list of registered users as part of the Trust's standard leaving process. Since no data is stored on the phone itself, no data will be accessible to them after they leave the Trust.

Who are Google Health?

The company that designed and built the Streams app, DeepMind, was acquired by Google in 2014, but remained operationally independent. It was announced in November 2018 that the Streams app and the team behind it would be joining Google's new health unit, Google Health. This would allow Streams to grow and improve the service it provides. Streams was rolled out under the Trust's contractual agreement with DeepMind and there has been a full review of any impacts of the move to Google Health before the contract was transferred in September 2019.

Does Google Health have access to my information?

Google Health processes the data so that it can be viewed via the Streams app. This happens under the strict control of the Trust. The data cannot be accessed or used by Google Health for any purpose other than to provide the Streams app to the Trust, as specified in our agreement. Data is stored to high standards of security and encryption and is separated at all times from any other systems.

Can I opt out of having my information available on this app?

We want to ensure all our patients receive the very best and safest care we can provide. For this reason, patients cannot opt out of data processing arrangements the Trust has put in place to deliver direct patient care. This is the same situation when a patient asks not to have a paper or electronic medical record. If you are concerned about this, please speak to our patient advice and liaison service (PALS) department (details on page 4).

How to get more information

Please visit our website www.imperial.nhs.uk/privacy to find out more about how we are securely using technology to improve care, and how we are working to new Data Protection Legislation (General Data Protection Regulation (GDPR) and Data Protection Act 2018) standards launched in May 2018.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any suggestions or comments about your visit, please either speak to a member of staff or contact the patient advice and liaison service (PALS) on 020 3313 0088 (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or 020 3312 7777 (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to contact the **Data Protection Officer**:

Philip Robinson, ICT Division, Charing Cross Hospital, London, W6 8RF.
Email imperial.dpo@nhs.net Telephone: **020 3311 7344**

If you want to access the information that we hold about you, please email imperial.accesstohealthrecords@nhs.net

Imperial College Healthcare NHS Trust is a registered data controller under the Information Commissioner's Office.

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk