

Personal information

About NHS National Services Scotland

NHS National Services Scotland (NSS) is a public organisation answerable to the Scottish Government. We work within the health service and provide national support services and advice to NHS Scotland. We also help to give patients effective health care. We are made up of a number of divisions and support services, and we employ around 3600 dedicated and highly-specialised staff in locations in Edinburgh, Glasgow, Aberdeen, Inverness, Dundee and Livingston.

NHS National Services Scotland is the common name of the Common Services Agency for the Scottish health service.

Personal information

Our divisions and support services (listed below) use a range of personal information.

You can get more information from our website at www.nhsnss.org.

Data protection

The Data Protection Act 1998 says how we can use personal information, and we must work in line with it. The act gives you:

- the right to know how we use personal information;
- the right to object to our use of your personal information; and
- the right to access your personal information.

Under the Data Protection Act, we have to tell the Office of the Information Commissioner how we use the information we have. You can see a copy of this on the Information Commissioner's website at www.informationcommissioner.gov.uk.

We will keep all personal health information we have confidential. All our employees and contractors must keep information confidential, and we take great care to make sure your personal health information is not given to any unauthorised people. For more information, see the Health Rights Information Scotland (HRIS) leaflet 'Confidentiality – it's your right' which is available at places where NHS care is delivered and on the HRIS website at www.hris.org.uk/index.aspx?o=1027.



Health support

Health Facilities Scotland (HFS)

Health Facilities Scotland (HFS) provide value-for-money contracting and specialist commercial and technical services to NHS Scotland.

The personal information they hold includes personal and health information on patients using oxygen in their home.

Scottish National Blood Transfusion Service (SNBTS)

The Scottish National Blood Transfusion Service (SNBTS) provide blood and tissue products and transfusion medicine for patients in Scotland.

The personal information they hold includes contact details and relevant clinical information on blood and tissue donors.

Health Protection Scotland (HPS)

Health Protection Scotland (HPS) are responsible for monitoring diseases and environmental health dangers, and providing health boards and local authorities in Scotland with expert support on infection and environmental health.

The personal information they hold includes personal and clinical details, such as:

- your name;
- your address;
- information on your job;
- information on your health;
- information on risks; and
- information on your travel history.

Laboratories in various NHS Scotland boards, as well as local authorities such as water authorities, veterinary laboratories and the Scottish Environmental Protection Agency (SEPA) give Health Protection Scotland this information.

Information Services Division (ISD)

The Information Services Division (ISD) provide health statistics, information technology and related services. NHS clinicians and managers, the Scottish Government, the Scottish Parliament and others use health statistics from ISD to help them make decisions and help with research and debate.

The personal information they hold includes personal and health information on patients treated throughout the Scottish health service. This information is provided by NHS boards and general practices, and is needed for providing appropriate care and treatment. It is also used for administration, public health and audit and research purposes, all of which contribute to improving people's health. The ISD also collect and interpret (for administrative purposes) information on the people working for the health service and information on finances.

National Services Division (NSD)

National Services Division (NSD) make sure specialist health and screening services are of a high quality and are effective, and that they meet the needs of all people in Scotland. Their work includes setting up and approving the Scottish breast and bowel cancer screening programmes.

The personal information they hold includes personal and clinical details needed to provide effective screening programmes for cancer, including information needed to contact people who have been removed from lists for invitations for screening.



Business support

Central Legal Office (CLO)

The Central Legal Office (CLO) provide a legal service to NHS Scotland, and give specialised and high-quality advice on all areas of health service law.

The personal information the CLO holds includes the names and personal details of clients and people making a claim, which are used for charging purposes. They also use personal medical information and records needed for legal purposes.

Counter Fraud Services (CFS)

Counter Fraud Services (CFS) provide a full service to NHS boards using a team of professionals who are dedicated to investigating fraud within NHS Scotland.

The personal information they hold includes:

- business, contact and personal information about all contractors and suppliers;
- personal information about NHS employees; and
- a small amount of medical information about NHS patients and people who would like to be NHS patients.

National Information Systems Support Group (NISG)

The National Information Systems Support Group (NISG) support the delivery of Information Management & Technology (IM&T) products and provide specialist services that allow us to make improvements across NHS Scotland.

The personal information they hold includes:

- business and contact details on contractors and possible contractors; and
- contact details on NHS staff who develop and introduce IM&T products.

They sometimes have personal and medical information about patients, if this is needed by a health-care provider in the NHS, as part of the activities carried out by NISG. This helps IM&T products be used and NHS Scotland to run smoothly.

National Procurement (NP)

National Procurement (NP) are responsible for making sure that all NHS services are efficient and of the highest possible standard. The three main areas of National Procurement are Strategic Sourcing, eProcurement and Systems and Logistics, which are supported by a programme office and support services.

The personal information they hold includes:

- business and contact details on contractors and possible contractors;
- contact details on NHS staff and clients who are involved in buying products; and
- personal information and contact details on patients.



Business support

Practitioner Services Division (PSD)

Practitioner Services Division (PSD) provide support services (particularly payments and registration) to all family health service contractors in the NHS in Scotland. Their work is focused in four main areas:

- Medical
- Dental
- Pharmaceutical
- Ophthalmics

The personal information they hold includes a person's:

- name;
- address, including postcode;
- date of birth; and
- Community Health Index (CHI) number (if known).

They also hold information on whether or not the person is an organ donor.

Certain clinical information they hold includes:

- your dental details;
- details of any medicines prescribed for you by a GP and dispensed by a pharmacy;

- details of a sight test by an optometrist;
- details of general medical services (including contraceptive and maternity services) provided by your GP; and
- screening information, for example cervical smear dates and results, and immunisations.

PSD collect this information to support the payment of family health service contractors, who have contracts with their local NHS Board. They may also use this information, under strict controls, for research purposes.

The personal information PSD hold on family health services contractors includes a person's:

- name;
- address (home and practice);
- date of birth;
- professional registration number; and
- bank account details.

Scottish Health Service Centre (SHSC)

The Scottish Health Service Centre (SHSC) offer professional and administrative services, including managing events and facilities for conferences. The centre also provides support services to NHS Scotland national committees and hosts the Health Management Library for Scotland.

The personal information they hold includes:

- business and contact details on customers, people who attend the SHSC conference centre, people who use the library service, medical and dental consultants and health professionals; and
- information on people applying to the National Appeal Panel for entry to the Pharmaceutical List.

Corporate Support

We also hold personal information on our staff, customers and suppliers. We use this information to carry out our responsibilities as an employer, and buyer and provider of goods and services.



Contacts

The people responsible for monitoring how we use personal information are our medical director and our data protection advisor.

You can contact them at:
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB.
Phone: 0131 275 6000



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Arabic

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Bengali

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Punjabi

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