

## **Patient experience**

The Patient experience team is part of the clinical governance team. Leeds community healthcare through the patient experience team is responsible for attending to clinical negligence claims, complaints and personal injury claims. These are the reason why patient data is processed and these would require the processing of patient data.

### **Source of data**

- Directly from Patient
- Patient representative (Family member, carer, friend, solicitor, advocate, MP)

### **Categories of recipient**

- Patient experience team

### **Categories of Personal Data**

- Patient Name
- NHS Number
- Address
- DOB
- Telephone Number
- Clinical data

### **Legal basis of processing**

For GDPR purposes Leeds community healthcare's lawful basis for processing is Article 6(1)e '...exercise of official authority...' and Article 6(1)(b) – '...for the performance of a contract to which the data subject is party...' and also Article 6(1)(c) – where processing is necessary for compliance with a legal obligation to which the controller is subject.

For the processing of special categories (health) data the basis is Article 9(2)(h) – '...health or social care...'. Where we process special categories data for employment or safeguarding purposes the condition is Article 9(2)(b) – processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law...