

Amputee support group: information and privacy information

The Royal Free Charity works in partnership with the Royal Free London NHS Foundation Trust because together we can do what the NHS can't achieve alone.

The support hub

The support hub was set up in 2018 by the Royal Free Charity to support patients with long term health conditions, offering information and advice to patients to help them better manage living with their condition (e.g. a welfare advice service, peer support groups).

What is the amputee peer support group and what can I expect?

The amputee support group is a peer-led group arranged by the Royal Free Charity (RFC) Support hub, as well as peer-led by those attending the group.

It provides an opportunity to meet and share experiences with other new and established amputees; sharing personal experiences, learning and supporting each other.

Please note, the Support hub team are not medical experts, however the people in the group are fellow amputees with lived experience of life after an amputation. We may occasionally have medical expertise or guest speakers join the group or do separate sessions.

If you ever have any feedback, issues or questions, please get in touch with Liz Fowler, the support hub lead: elizabeth.fowler@royalfreecharity.org or call Liz on: 07932 719176

Privacy information

This leaflet lets you know about how we handle your personal information.

If you have any questions about this, wish to make a request to see your information, or exercise any of your other data protection rights, or have a complaint please contact the support hub lead, Liz at:

elizabeth.fowler@royalfreecharity.org

Where is my information kept?

We record and hold your information in a secure database called Advice Pro.

We hold the information sent from you or sent by the staff referrer at the Royal Free London. This includes your name, mobile number, address and email address. The reason for collecting this information is so that we can get in touch about upcoming groups, service changes or if there are any emergencies during a group.

For some support groups, we may ask and record some special category information (e.g. health information), if it is relevant to being involved in the group.

We ask for some 'equality monitoring information' such as gender and ethnicity, although it is completely optional as to whether you give this.

Do you need my consent?

We are a support service, connecting patients with similar conditions to access social support via peer support groups. We cannot run these peer support groups or let you know about them without your information.

We will ask your consent to hold your information when you register for your first group.

Who can see my personal information?

It can only be accessed and used by:

- The Royal Free Charity support hub lead and support hub co-ordinator (co-facilitator of the group)

If we have your explicit consent to do so, we can share your personal information (name, number, email) with the Limbless Association. This is only with your consent (asked in the registration form); please find their privacy notice here: <https://limbless-association.org/privacy-policy/>

Those attending the group will have access to personal stories and experiences of others; this is a confidential group, so we ask attendees not to share stories outside of the group. It is a safe space for all that attend.

Will my personal information always remain confidential?

We will not share your data with any third party unless we have your consent to do so.

However, we may share your personal information with the appropriate authorities in the following circumstances:

- When there is a legal requirement – because of a law or a court order
- Where there is an overriding public interest (e.g. to prevent serious crime or serious harm to self or another person)
- To prevent a vulnerable adult from abuse (e.g. physical, sexual, psychological, financial)

How long will you keep my personal information?

The RFC Support hub retains personal information for the advice industry standard of 6 years. If you would like us to remove your information before this, please let us know.

How will you use my information?

We may contact you to remind you about upcoming support groups, via email or phone. If you would like us to remove you from our support group distribution list please let us know by emailing: rf-tr.royalfreesupporthub@nhs.net

Full details can be found on the Royal Free Charity Privacy Policy:

<https://royalfreecharity.org/privacy-policy>