

Data Privacy Impact Assessment for Hybrid Mail (Synertec) overview.

What will be changing

Clinic and appointment letters for Medway NHS Foundation Trust will shortly be sent via a solution called Hybrid Mail, which is run by a company called Synertec.

This company will download the letters via a secure portal and then automatically print, fold and send them to you. We can confirm we will still be typing them here at Medway.

The biggest change will be the envelopes. All of the envelopes Synertec use will be plain white, with a window for your name. They will also clearly state “private and confidential”. On the back they will also have a central return address should they be received at the wrong location to prevent your information being viewed by someone who should not have access to it.

Information Governance and Data Protection Implications

The automated process used by Synertec is designed to audit how many letters should have been printed against the amount it has sent out. This will reduce the risk of multiple letters being sent in error.

The process is also automated so less people would have access to your letters making your personal information more secure.

We can confirm that while we will keep an electronic copy of your letters for your records (as per NHS data retention guidelines), Synertec, will only keep your information for 90 days before permanently deleting it. This is to assist in resolving any postage queries that may arise.

We can confirm we have a GDPR (General Data Protection Regulation) compliant contract with Synertec and they are registered with the Information Commissioners Office registration number Z1858675.

What do I need to do as a patient?

The important thing is to ensure that you let the hospital know when you move address or GP so we can ensure our systems are updated, as we are not advised of these changes by other health care organisations. You can advise us of these changes when you attend for your appointment, or by contacting the Patient Service Centre on 01634 838938

Approval date

This was approved by the Information Governance Manager on the 19/03/2019. This will be reviewed in 3 years or sooner should there be any changes in legislation or if the project specifications change