



## Fracture Liaison Service Database (FLS-DB) fair processing statement

### Why is this team collecting my information?

The NHS aims to provide you with the best possible care. Clinical audit is an excellent way of improving patient care. Audits monitor the standard of care received by patients. They look at the care provided and ask questions about it:

- What should we be doing?
- Are we doing it?
- How can we improve?

### What is the Fracture Liaison Service Database (FLS-DB)?

Breaking a bone after a fall is a common injury. Caring for patients with these broken bones or fractures and preventing future fractures is an important part of the work of the NHS. This hospital takes part in the FLS-DB, which has been set up to improve the care of patients who are at risk of a fragility fracture or osteoporosis.

A 'fragility' fracture is a broken bone that happens after a fall from a standing height or less. Fragility fractures often affect the larger bones of the body such as the back, hip or wrist. Bones are strong and usually don't break from a simple fall, but as we get older our bones become weaker. Osteoporosis and other bone diseases can increase this effect of age, and further weaken bones. This means that even a low-impact fall from a standing height can cause a broken bone.

Patients who have suffered a fragility fracture are at higher risk of breaking another bone; either the same bone again or another bone in the body. Fracture liaison services (FLSs) are teams of nurses, doctors, therapists and administrative staff who treat people (usually aged 50 and over) with fractures to reduce the chance of experiencing another broken bone. This is called secondary fracture prevention (ie preventing the second fracture).

The FLS-DB is a national clinical audit which gathers information about fracture care, treatment and referrals and measures trust performance against national and professional standards and provides regular feedback to health professionals. This information enables individual hospitals to review their performance against national standards and focus on areas where they can make improvements to patient care.

### Why do we need to audit FLSs?

Not all areas of the country have an FLS. This means some patients may be missing out on preventative care. Also FLSs vary in size and what they do and we need to understand which types of FLS work best.

The first step in creating consistency and providing the best possible care to all patients is to identify what care patients are currently receiving. This is why the FLS-DB is so important. It will help the NHS to understand which areas of the country have an FLS, which areas do not

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have an FLS and how successful each FLS is at preventing secondary fractures. This information can then be used to improve the quality and coverage of secondary fracture prevention care. The information collected will help to:

- Identify differences in quality of care and provision of services.
- Highlight areas of good quality care and areas for improvement.
- Make recommendations to healthcare providers on the provision of services and best practice.
- Identify if hospitals are following national and professional guidelines.

### Who runs the FLS-DB?

The data controller, who has overall responsibility for the collection, storage and processing of personal identifiable information is the Healthcare Quality Improvement Partnership (HQIP). However, HQIP will not be processing any of the data.

The FLS-DB is managed by the Royal College of Physicians (RCP) on behalf of HQIP as part of the Falls & Fragility Fracture Audit Programme (FFFAP). This is a multidisciplinary national clinical audit which is being carried out in partnership with a number of organisations:

- British Orthopaedic Association
- British Geriatrics Society
- National Osteoporosis Society
- Public Health England

The University of Oxford will be analysing the data.

### What does it mean to be a part of the FLS- DB?

Being part of the FLS-DB does not mean that you will be given different care or have your treatment options limited. The FLS-DB will just collect the details of what type of care you receive in order to understand how the FLS in your area identifies patients, investigates their individual circumstances, provides information to you and refers you to treatment if necessary. By collecting this information the FLS-DB can help the NHS understand how care is being implemented across the country and make sure that all patients are getting the best possible care.

### What personal information do you collect?

The FLS-DB will collect information about the care you are given by an FLS. In order to monitor standards of care we need to collect the following personal information: NHS number (a unique number), date of birth and postcode.

There are very strict rules surrounding the use of personal data. The FLS-DB has section 251 approval by the Secretary of State for Health, who imposes very tight conditions on what information can be processed and by whom. This means we can set aside the common law duty of confidentiality in order that *identifiable* patient information can be passed on *without* individuals' consent.

### Why do you need this personal information?

To know whether an FLS has successfully prevented you from suffering a second fragility fracture we need to be able to look at your care over a period of time and possibly across different geographical locations. If you did suffer a second fracture, it might not happen for

months or years after your first fracture. You might have moved house, or you might be on holiday in a different area of the country.

Collecting this information allows us to link to other national data sets which provide further information about patient care and outcomes of care. For example, if you started treatment at one FLS and then moved to an area that did not have an FLS, we could still identify any treatment you received in your new location and find out how successful your fracture prevention treatment was. If we did not collect confidential information we would not get accurate information on the quality of your care.

#### **What other information about my care do you collect?**

- Your injury - whether you have had a fracture and what type of fracture it was.
- Your treatment – what scans and tests you were given and whether treatment (for example, bone protection medication) was initiated or any other recommendations were made (for example, a referral to strength and balance classes).
- Follow up – whether you continued treatment and whether you have had any further fractures or falls.

#### **Where does my confidential information go?**

We have a legal duty to protect your information and maintain confidentiality. Your information will be held safely on a secure computer database by our experienced IT team at Crown Informatics, who follow best practice in data protection and security. The data collected are subject to strict rules about confidentiality including those of the Data Protection Act (1998), the Health and Social Care Act (2001) and to the recommendations of the Caldicott Report (1997).

#### **How long will we hold your data for?**

It will be held for the duration of the audit. Should the audit come to an end, it will be held for a further five years after that. Staff at Crown Informatics are all fully trained in information governance and will only see personal details for database administration and have to follow strict confidentiality rules.

#### **How will my confidential information be used?**

We will periodically send data to NHS digital who link the records to Office of National Statistics (ONS) and get details of your registered GP practice via a process known as List Cleaning. In order to link the data, we need to provide identifiable data (NHS number and date of birth) to NHS digital. We will receive back information containing your GP practice code. This will allow us to link the patient data to a CCG and report at CCG level. By linking the data together, we are able to look at more aspects of quality of care without asking hospitals to enter more information into our database.

Data is supplied to the University of Oxford for analysis but this will be done so that no individual patient can be identified. Reports produced by the audit will not contain NHS numbers or any other information that could be used to identify anyone. You can view our reports on our website: [www.rcplondon.ac.uk/projects/fracture-liaison-service-database-fls-db](http://www.rcplondon.ac.uk/projects/fracture-liaison-service-database-fls-db).

We sometimes get requests from hospitals, universities, and academic or healthcare organisations who want to carry out research using the data that we collect. We always ensure that researchers that we agree to share data with have appropriate legal approvals in place to

share data and we will never release information that could be used to identify you as an individual.

### **Can I access my information?**

Yes. The FLS-DB only collects information that your health care providers collect whilst treating you. The easiest way for you to see this information is to ask the people treating you.

### **Saying 'no thanks'**

National clinical audit works best when it includes information from as many patients as possible. If you do not want your information to be used then please tell the people who are treating you. Your doctor or nurse will be able to note that you do not want to participate and your data will not be used.

Not taking part in the audit this will not affect your treatment in any way.

### **Raising concerns**

If want to arrange for your data to be removed, updated or corrected please call, email or write to:

Crown Informatics, Ltd.  
Enterprise Centre  
Randall Way  
Retford  
Nottinghamshire  
DN22 7GR  
[eng@crowinformatics.com](mailto:eng@crowinformatics.com)  
01777 709009

If you would like to know more about how we use your information or if you are concerned that your personal information has not been handled properly please contact us. We aim to respond in a reasonable time (normally 28 days).

If you don't feel your information rights concern has been resolved you have the right to complain to the Information Commissioner's Office (ICO) which is an independent body responsible for making sure that organisations comply with the Data Protection Act. The ICO will always expect you to have raised your concerns with the organisation before submitting a complaint. The ICO has a form on its website which you can use to make your complaint: <https://ico.org.uk/concerns/>

### **Further information and contact details**

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HQIP  
6th Floor  
45 Moorfields  
London  
EC2Y 9AE  
Phone: 020 7997 7370

You can also write to or email the RCP's data protection officer:

Data protection officer  
The Royal College of Physicians  
11 St Andrews Place  
London  
NW1 4LE  
[history@rcplondon.ac.uk](mailto:history@rcplondon.ac.uk)