



Hospital Discharge Wellbeing Service: Brighton & Hove

Healthwatch Brighton & Hove offer a wellbeing service for people when they get home after a stay in hospital. We will contact you to explore if there is anything outstanding linked to your hospital discharge that needs to be followed up if required, we can also connect you to community, voluntary and private sector services that might benefit your wellbeing.

We aim to contact you or a family member/carer by phone **within 2 weeks** of you leaving hospital to ensure that you are supported in the best way. If you would like to speak to us sooner, then please get in touch using the contact details below.

What can we offer?

- Practical and wellbeing support following discharge from hospital.
- Specialist local knowledge to enable referral to local services, for example, food and medicine deliveries or financial advice.
- Information and advice to reduce loneliness and social isolation.
- Links to organisations that can support you to improve your health and wellbeing.
- Signposting to organisations that will be able to provide specialist advice on welfare benefits or advocacy.

When will the service be available for support?

- We operate a 7 day week service between 9am and 5pm.

Who is eligible to support from the service?

- All adults that are discharged from Brighton and Sussex University Hospitals Trust (BSUH) hospitals who live in Brighton & Hove.

For more information or to get in touch with the **Healthwatch Team** please contact us on **01273 234 041** or HDWellbeingService@healthwatchbrightonandhove.co.uk

Who

This privacy notice is to make it easier to understand and provide you with more information about how Brighton and Hove City Council (BHCC) staff are working with your data. BHCC and partner agencies (e.g. NHS) may use information about you to undertake wellbeing checks and help find care and support for Brighton and Hove residents post hospital discharge. This project is run in collaboration with Brighton & Hove City Council (BHCC), Brighton & Sussex University Hospitals Trust (BSUH), Brighton & Hove Clinical Commissioning Group (BHCCG), and Healthwatch Brighton and Hove (HWBH).

What data

It is necessary for us to use some details we have about you; including name, address, telephone number and email address. We will combine this with other information we may have about you; for example, about your health and include it with up to date information from the NHS.

How we use it

We will use the data we have received, to contact you soon after you have been discharged from hospital. We will ask about your wellbeing, whether you have any concerns related to your health or care issues and discharge. We will also ask questions about your wellbeing during this time of isolation, relating to the coronavirus (Covid-19) pandemic and whether Brighton and Hove City Council or Voluntary and Community Sector organisations may be able to provide you with additional care and support if necessary.

Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information necessary for the purpose will be shared.

When the information is no longer needed for the purpose explained above, it will be securely deleted, or it will be made anonymous.

COVID-19 Response

We are working and sharing information with the NHS, Government Departments and local voluntary organisations, so that council can effectively fulfil our functions to keep people safe. Such information will be limited to what is proportionate and necessary, considering the latest guidance issued by the government and health professionals, to manage and contain the virus.

Please see our main Privacy Notice on the Brighton and Hove City Council's COVID-19 website: new.brighton-hove.gov.uk/coronavirus-privacy-notice

How long will my personal information be retained by the council

The council will only keep your information for as long as it necessary, considering government advice and the on-going risk presented by the coronavirus. At a minimum, the information outlined in this privacy notice will be kept for the duration of the COVID-19 response.

Information provided in relation to this outbreak of coronavirus will not be used for any other purpose. When the information is no longer needed for this purpose, it will be securely deleted, or it will be made anonymous.

This notice will be updated when changes are necessary.