

Personal Health Budget (PHB) service

Information Sharing and Data Collection advice sheet

To help you decide if a Personal Health Budget (PHB) is the right choice for you, please read the information below which explains what information you will need to share with Core Arts and other organisations involved in the PHB process.

Sharing information to set up your Personal Health Budget (PHB)

Core Arts are responsible for processing Personal Health Budget (PHB) payments and will need to receive information about how you intend to spend and manage your PHB.

Once your PHB request has been approved, Core Arts will set you up with either a prepaid account or a prepaid card with Prepaid Financial Services (PFS), according to the payment type listed on your referral form.

- The agreed funds for your PHB will be deposited into the prepaid account or loaded onto your prepaid card, so that you can purchase your approved item or service.
- You can choose for the purchase to be made by Core Arts on your behalf using your Prepaid Financial Services account.
- To set up your Prepaid Financial Services (PFS) account, Core Arts need some personal information like your full name, address and contact details. This is collected on the PHB referral form.
- If you have selected a prepaid account (online account), you will receive an email with details of how to activate your account. The referring clinician will be copied into this email. If an email address is not listed on your referral, the information will be sent to the clinician, to pass onto you. You will also receive a text message from us updating you so you can liaise directly with your clinician.
- If you have chosen to receive a prepaid card, the card will be sent by PFS to the address in your referral (unless the PHB team are notified otherwise). You will receive an email when the prepaid card has been requested, the referring clinician will be copied into this email. If an email address is not listed on your referral, the information will be sent to the clinician to pass onto you. You will receive a text explaining this. Your PFS account will be closed after you have purchased your item or once ongoing payments have finished.

The clinician that referred you for a PHB will be copied into correspondence about your PHB between you and Core Arts, so they remain informed and receive updates around your PHB so that they can support you with the PHB process.



North East London

Core Arts and ELFT's PHB lead is responsible for monitoring how PHBs are used and will oversee all Prepaid Financial Services (PFS) accounts, including checking that the item(s) or service(s) purchased via the PFS account match what is agreed in the PHB plan.

Sharing the usage of PHBs

Core Arts will provide anonymised summaries of PHBs and what they have been used for to East London Foundation Trust (ELFT) North East London ICS, who report to NHS England. NHS England have national oversight of PHBs.

Sharing information to show the value of PHBs

PHBs are still a relatively new way of working for the NHS and therefore the PHB service needs to demonstrate the impact of PHBs. You will be asked to complete an impact questionnaire at the point of referral and again when your PHB is reviewed. The anonymised data from budget holders is analysed to show the impact of PHBs.

At the review, you will be asked to share feedback about how your PHB is supporting you. Anonymised feedback may be used to promote the PHB offer and show how PHBs are supporting people in North East London.

Core Arts will be creating case stories to share the impact of PHBs for mental health recovery. Case stories are anonymised unless you choose to share your name or use a photo or video as part of your case story. You will always be asked for your consent before any identifiable information is used.

Protecting Your Data

Core Arts will comply at all times with the Data Protection Act 2018 by ensuring that your personal information is handled in the correct manner. It belongs to you so it's important your data is used only in ways you would reasonably expect, and that it stays safe and is only used properly and legally.

We comply with a number of laws and regulations that protect you, your personal data and your private and family life. These include the Human Rights Act 1998, the Data Protection Act 2018 and the Caldicott Guardian Principles.

In accordance with data security regulations and best practice, we will ensure the following:

- We will only hold the data that we need to support you
- We will hold your data securely for a maximum of 10 years, and only as long as is needed for the programme
- In the event of your death we may be required to hold your data for an additional 7 years
- We will only share information on a need to know basis that is absolutely necessary for the management of your health and any care that you may receive from social services.



Your rights to not consenting to share your information

If you agree to share your information, you are free to withdraw this at any time without giving a reason. However, if you do withdraw your consent, we may not be able to continue to provide you with a PHB without being able to hold or share the information needed to set up your PHB. In this case your eligible healthcare needs will be provided through traditional NHS services and not through the PHB service.

If you do wish to withdraw your consent, please contact a PHB Advisor (details below).

Patients Know Best (PKB)

You can choose to register on the online platform Patients Know Best (PKB) to access the details of your PHB plan online. You can sign up to PKB through the NHS app, or you can register via the email invitation you will receive from PKB when your PHB is set up.

Patients Know Best (PKB) is available to every resident in North East London, and you can learn more about how you can use PKB to support your mental health [here](#).

PKB is a 'patient held care record'. This means that by registering with PKB, you can access your health information in one place using a digital device.

There is an agreement between PKB and organisations providing care including GP practices, East London Foundation Trust (ELFT), Core Arts and Sports and Core Arts Brokerage service specifically to support people accessing mental health services to self-manage their recovery journey. This agreement allows for selected parts of your health information to flow from the record held by the organisation into PKB. By registering on PKB, you have access to your own health information, this includes your Personal Health Budget (PHB) plan.

PKB is committed to protecting privacy. PKB cannot see health records and have no direct control over a person's information. All information is stored on secure servers and encrypted. Security measures are tested at least annually to standards set by the UK National Cyber Security Centre. For more information see [PKB Manual - Privacy Notice UK \(patientsknowbest.com\)](#).

Further information or support

If you would like any further information or support in understanding the contents of this advice sheet, please contact a member of your mental health team or a PHB Advisor: email PHB@corearts.co.uk

