



Woolpit Health Centre Privacy Notice

Person Responsible: Dr B McCann
Implemented Date: 16/03/2018
Date Policy: 16/05/2018
Date of next review: 16/05/2019

Woolpit Health Centre aims to provide “***the type of care that we would expect for ourselves and our own families***”. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This Privacy Notice explains why the practice collects information about you and how that information may be used.

It does not however provide exhaustive details of all aspects of the collection and use of personal information. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Practice Manager Emma Bloom.

Health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in Clinic, etc.) These records are used to help to provide you with the best possible healthcare.

NHS health care records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records this GP Practice hold about you may include the following information:

- Details about you, such as your name, address, carers, legal representatives and emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays, etc
- Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re) admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by our CCG and is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 2018 and General Data Protection Regulations 2016
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To share or not to share review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

All staff within the practice sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (information to share to not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality". This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles.

Sharing your information without consent

There may be times when we may be required by law to share your information without your consent, for example:

- where there is a serious risk of harm or abuse to you or other people;
- where a serious crime, such as assault, is being investigated or where it could be prevented;
- notification of new births;
- where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS);

- where a formal court order has been issued;
- where there is a legal requirement, for example if you had committed a Road Traffic Offence

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations:

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police and Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other ' data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required.

This practice contributes to medical research and may send relevant information to medical research databases such as the Clinical Practice Research Datalink and Qresearch or others – when the law allows.

In order to comply with its legal obligations this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012

This practice contributes to national clinical audits and will send the data which are required by NHS Digital when the law allows. This may include demographic data such as date of birth, and information about your health which is recorded in coded form, for example the clinical code for diabetes or high blood pressure.

The practice uses the following legal basis when processing your health data. This allows the staff to carry out their roles for direct care and administrative purposes

- GDPR Art 6(1)e – exercise of official authority
- GDPR Art 9(2)h – health or social care provision

Access to personal information

You have the right under the Data Protection Act 1998/General Data Protection Regulations 2018 to request access to view or to obtain copies of what information the surgery holds about you and have it amended should it be inaccurate. In order to request this, please speak to a member of the Reception or Secretarial Team.

- We are required to respond to your request within 1 month
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

Objections / Complaints

Should you have concerns about how your information is managed at the GP, please contact the GP Practice Manager. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

Change of details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

Notification

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purpose for which they process personal and sensitive information.

This information is publicly available on the information commissioners office website www.ico.org.uk

The practice is registered with the information commissioners office (ICO).

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is:

Woolpit Health Centre

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:

Emma Bloom
Woolpit Health Centre
Heath Road
Woolpit
Bury St Edmunds
IP30 9QU

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). www.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice will be reviewed again in March 2019.