

# Privacy Notice for Patients



## How we use your personal information

This fair processing notice explains why the GP practice collects information about you and how that information may be used.

The 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 help to provide you with the best possible healthcare, and are accessible by all members of the practice team – General Practitioners, Nurses, Healthcare Assistants, Pharmacist and administration staff.

NHS health 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 which this GP Practice hold about you may include the following information:

- Details about you, such as your address, contact numbers, carer, legal representative, emergency contact details;
- Any contact the surgery has had with you, such as appointments, telephone consultations etc.;
- Notes and reports about your health which could be generated from the practice or other Health & Social care organisations;
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc.;
- Relevant information of you relatives or those who care for you.

Your records are used to facilitate the care and treatment you receive from the practice to ensure care and treatment is delivered in the best possible way. Information held about you may be used to help protect the health of the public and to help us manage and contribute to the wider the NHS. Information may be used within the GP practice for clinical audits 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 by redacting this information. Sometimes your information may be requested to be used for research purposes, and the practice 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. 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.

## **Medicines Management**

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. This service is provided to practices within North East Lincolnshire through North East Lincolnshire Clinical Commissioning Group.

## **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 1998
- 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.

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 or 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. They should be supported by the policies of their employers, regulators and professional bodies.

## 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;
- Other General Practitioners;
- 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 & 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 happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

## Objections

Should you have any 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](http://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.

## Cookies

My Surgery Website Limited, who host our website, do not set first party cookies on our website containing any personal data unless specifically instructed to do so by the user. For example, if a user requests to be remembered on a form then a cookie is set to retain the form data for next time.

Our website uses third-party Cookies to collect anonymous traffic data about how our website is used. This information is stored by Google and subject to their privacy policy, which can be viewed

here: <http://www.google.com/privacy.html>.

Google Analytics collects information such as pages you visit on the site, the browser and operating system you use and time spent viewing pages. The purpose of this information is to help us improve the site for future visitors. These cookies are not used to track you or your activity but if you do not wish these cookies to be stored on your computer, disable cookies in your browser settings.

You may delete Cookies at any time. See the help in your internet browser to find out how to delete your cookies.

## **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 purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website [www.ico.org.uk](http://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:  
Scartho Medical Centre

## **Complaints**

Should you have any concerns about how your information is managed by the Practice please refer to and act in accordance with our Compliment, Concerns and Complaints Policy.

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