STOKE ALDERMOOR MEDICAL CENTRE

Fair Processing & Privacy Notice (published 25th May 2018)

This privacy notice explains why our practice collects information about you and how that information may be used and shared.

The employees and partners of the practice use electronic and paper records to create and maintain an in-depth history of your NHS medical care at the practice and elsewhere, to help ensure you receive the best possible healthcare. Anyone who accesses your data within the practice can only do so using a 'smartcard' that identifies him/her and what he/she accessed.

We comply with the Data Protection Act in ensuring your personal information is as confidential and secure as possible.

Why we collect information about you?

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients.

What information do we collect?

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.

Records which this GP Practice may hold about you may include the following:

- Details about you, such as your address and next of kin, legal representatives and emergency contacts
- 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 for example laboratory tests, x-rays etc
- Relevant information from other health professionals, relatives or those who care for you

How we keep your information confidential and safe

Everyone working for the NHS is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised with consent given by the patient, unless there are other circumstances covered by the law. The NHS Digital Code of Practice on Confidential Information applies to all our staff and they are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All keep your information confidential.

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. Your records are backed up securely in line with NHS standard procedures. We ensure that the information we hold is kept in secure locations, is protected by appropriate security and access is restricted to authorised personnel.

We also make sure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

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

- Data Protection Act 1998
- General Data Protection Regulation 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- NHS Codes of Confidentiality and Information Security
- Health and Social Care Act 2012

We maintain our duty of confidentiality to you at all times. 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), or where the law requires information to be passed on.

How we use your information

Under the powers of the Health and Social Care Act 2015, NHS Digital can request personal confidential data from GP Practices without seeking patient consent. Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care.

You can object to your personal information being shared with other health care providers but if this limits the treatment that you can receive.

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 for clinical Audit to monitor the quality of the service provided. Some of this information may be held centrally and used for statistical purposes. When we do this strict measures are introduced to ensure that individual patients cannot be identified e.g. the National Diabetes Audit.

Occasionally your information may be requested to be used for research purposes. The surgery will always gain your consent before releasing any information for this purpose.

National Registries (such as the Learning Disabilities Register) have statutory permission under Section 251 of the NHS Act 2006, to collect and hold service user identifiable information without the need to seek informed consent from each individual service user.

Risk Stratification

Risk Stratification is a process for identifying and managing patients who are most likely to need hospital or other healthcare services. Risk stratification tools used in the NHS help determine a person's risk of suffering a particular condition and enable us to focus on preventing ill health and not just the treatment of sickness. Information about you is collected

from a number of sources including NHS Trusts and from this GP Practice.

Section 251 of the NHS Act 2006 provides a statutory legal basis to process data for risk stratification purposes. Further information is available from the following link: https://www.england.nhs.uk/ourwork/tsd/ig/risk-stratification/

If you do not wish information about you to be included in the risk stratification programme, please let us know. We can add a code to your records that will stop your information from being used for this purpose.

Individual Funding Request

An 'Individual Funding Request' is a request made on your behalf, with your consent, by a clinician, for funding of specialised healthcare which falls outside the range of services and treatments that CCG has agreed to commission for the local population. An Individual Funding Request is taken under consideration when a case can be set out by a patient's **Clinician** that there are exceptional clinical circumstances which make the patient's case different from other patients with the same condition who are at the same stage of their disease, or when the request is for a treatment that is regarded as new or experimental and where there are no other similar patients who would benefit from this treatment. A detailed response, including the criteria considered in arriving at the decision, will be provided to the patient's clinician.

Invoice Validation

Invoice validation is an important process. It involves using your NHS number to check the CCG that is responsible for paying for your treatment. Section 251 of the NHS Act 2006 provides a statutory legal basis to process data for invoice validation purposes. We may also use your NHS number to check whether your care has been funded through specialist commissioning, which NHS England will pay for. The process makes sure that the organisations providing your care are paid correctly.

Supporting Medicines Management

CCGs support local GP practices with prescribing queries which generally don't require identifiable information. CCG pharmacists work with your practice to provide advice on medicines and prescribing queries, and review prescribing of medicines to ensure that it is safe and cost-effective. Where specialist support is required e.g. to order a drug that comes in solid form, in gas or liquid, the CCG medicines management team will order this on behalf of the practice to support your care.

Safeguarding

To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in some limited circumstances where it's legally required for the safety of the individuals concerned.

Summary Care Record (SCR)

NHS England uses a national electronic record called the Summary Care Record (SCR) to support patient care. It contains key information from your GP record. Your SCR provides authorised healthcare staff with faster, secure access to essential information about you in an emergency or when you need unplanned care, where such information would otherwise be unavailable.

Summary Care Records are there to improve the safety and quality of your care. SCR core information comprises your allergies, adverse reactions and medications. An SCR with

additional information can also include reason for medication, vaccinations, significant diagnoses / problems, significant procedures, anticipatory care information and end of life care information. Additional information can only be added to your SCR with your agreement.

Please be aware that if you choose to opt-out of SCR, NHS healthcare staff caring for you outside of this surgery may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency.

Your records will stay as they are now with information being shared by letter, email, fax or phone. If you wish to opt-out of having an SCR please return a completed opt-out form to the practice.

Local sharing

Your patient record is held securely and confidentially on our electronic system. If you require attention from a health professional such as an Emergency Department, Minor Injury Unit or Out Of Hours location, those treating you are better able to give appropriate care if some of the information from your GP patient record is available to them. This information may be locally shared electronically.

In all cases, information is only used by authorised health and social care professionals in locally based organisations involved in your direct care. Your permission will always be asked before the information is accessed, unless the health and social care user is unable to ask you and there is a clinical reason for access, which will then be logged.

Data Retention

We will approach the management of patient records in line with the Records Management NHS Code of Practice for Health and Social Care which sets the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England, based on current legal requirements and professional best practice.

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 / Specialist Trusts
- GPs
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Health and Social Care Information Centre (HSCIC)
- NHS Commissioning Support Groups
- Clinical Commissioning Groups
- Social Care Services (including Adult Social Care Coventry City Council)
- Children’s Safeguarding Board
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police and Judicial Services

- Extended Hours Service provided by GP Alliance
- Other 'Data' Processors

We will never share your information outside of health partner organisations without your explicit consent unless there are exceptional circumstances such as when the health or safety of others is at risk, where the law requires it or to carry out a statutory function.

We may also use external companies to process information and these will be bound by contractual agreements to ensure information is kept confidential and secure.

There are occasions when we must pass on information, such as notification of new births, incidents of infectious diseases which may endanger the safety of others, such as **Meningitis** or measles (but not HIV/AIDS), and where a formal court order has been issued. Our guiding principle is that we hold your records in strictest confidence.

Your right to withdraw consent for us to share your personal information (Opt-Out)

You have the right to withdraw your consent at any time for any particular instance of processing. If you have concerns about how your information is managed at this Practice then please contact the Practice Manager. 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 do anything.

Your Right to Access your information

Under the new General Data Protection Regulation (GDPR) 2018 everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data. If you want to access your data you must make the request in writing (contact the Practice for an application form). Under special circumstances, some information may be withheld.

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 are incorrect in order for this to be amended. Please inform us of any changes so our records for you are accurate and up to date.

Mobile Numbers & Email Addresses

If you provide us with your mobile phone number, we may use this to send you SMS reminders about your appointments or other health screening information. Likewise an email address may be used in the future (emails are not currently being used).

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Notification

Stoke Aldermoor Medical Centre is registered with the Information Commissioners Office (ICO) to describe the purposes for which they process personal and sensitive information. Our Registration Number is **Z5886599**

We are a registered Data Controller and our registration can be viewed online in the public register at: http://ico.org.uk/what_we_cover/register_of_data_controllers

Data Controller : Stoke Aldermoor Medical Centre

Data Protection Office : Judith Jordon (assigned in collaboration with Coventry and Rugby CCG)

Complaints

If you have concerns or are unhappy about any of our services, please write to the Practice Manager.

For independent advice about data protection, privacy and data-sharing issues, you can contact: The Information Commissioners Office, Phone: **0303 123 1113** Website: www.ico.gov.uk

Further Information

Further information about the way in which the NHS uses personal information and your rights in that respect can be found here: https://www.england.nhs.uk/contact-us/privacy/privacy-notice/your-information/

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