

Wakefield GP Extended Hours Service

PRIVACY NOTICE

How we use your personal information

This fair processing notice explains how and why the GP Extended Hours Service (GP Care Wakefield¹) collects information about you and how that information may be used.

If you need to access healthcare outside of normal GP practice working hours we need to make a record of that. These records may be processed electronically, on paper or a mixture of both, and a combination of working practices and technology are used to ensure that your information is kept confidential and secure, in line with NHS rules.

Records held by GP Care Wakefield may include the following information:

- Details about you such as address and next of kin, legal representative and emergency contact details.
- Any contact the surgery has had with you such as appointments, clinic visits 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

Your records are used to facilitate the care you receive from GP Care Wakefield, which will help to provide you with the best possible healthcare.

Where does the information come from and what do we do with it?

We collect information from you when you call us for help. We will ask you some questions and the answers you give us will be entered into an electronic record.

We will only access your existing GP practice record if you say we are able to and you will be asked this question when we first speak to you on the telephone.

GP Care Wakefield collects and holds information for the sole purpose of providing healthcare services to our patients and we will ensure that information is kept confidential. We can disclose personal information if:

- It is required by law
- You consent – explicitly
- It is justified in the public interest

Where we need to analyse information for statistical purposes, such as managing service quality and demand, we take strict measures to ensure that individual patients cannot be identified.

Sometimes information about you may be requested to be used for research purposes, but this will not be done without your explicit consent.

We may offer text message appointment reminders and also send links to friends and family questionnaires or other surveys relevant to your health related access of our service and these may be sent by text message or email.

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 and the incoming General Data Protection Regulation.
- Human Rights Act 1998
- Common Law Duty of Confidentiality

¹GP Care Wakefield is an extended opening hours scheme run by the GP practices in Wakefield and district. The service is commissioned by NHS Wakefield and run by an alliance of local primary care providers; Trinity Medical Centre and Local Care Direct. You can find more information about the service from your GP practice

- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share: The Information Governance 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 share information about you with other staff and organisations involved in your care, where they have a genuine need for it. We will not disclose your identifiable information to any other parties who are not involved in your care unless we have your consent or we are required to by the law.

Who are our partner organisations?

In order to provide the GP Extended Hours Service we need to share your information with Local Care Direct, a Social Enterprise who will provide the clinicians who you may meet with if you need to attend a face-to-face appointment.

We may also have to share your information with other organisations, subject to strict agreements on how it will be used. The following are examples of the types of organisations that we may need to share information with:

- ✓ NHS Trusts/Foundation Trusts
- ✓ GP's and GP Federations
- ✓ Independent Contractors such as dentists, opticians, pharmacists
- ✓ Private and Voluntary Sector Providers
- ✓ Ambulance Trusts
- ✓ NHS Commissioning Support Units and Clinical Commissioning Groups
- ✓ Social Care Services, Local Authorities and Education Services
- ✓ NHS Digital
- ✓ Police, Judicial, Fire and Rescue Services
- ✓ Other 'data/information processors' during specific projects e.g. Diabetes UK

You will be informed who your information will be shared with and in some cases asked for explicit consent for this to 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.

Access to personal information

You have a right under the Data Protection Act 1998 to access, view and obtain copies of the information the Service holds about you, and to have it amended or removed should it be inaccurate.

In order to request this you need to complete a Subject Access Request form and return it to Trinity Medical Centre – contact details below.

We are required to respond to you within 40 calendar days, and there may be a charge to have a printed copy of the information held about you.

Objections/ Complaints

Should you have any concerns about how your information is managed at the GP Care Wakefield service, please contact the Service Manager. If you are still unhappy following a review by the Service, you have the right to complain to the Information Commissioners Office (ICO) via their website (www.ico.org.uk). Contact details for the GP Care Wakefield service manager and the ICO are detailed below.

If you are happy for your information to be shared with us 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 information is shared then please contact the service.

Your Right to Withdraw Consent

If you do not want your personal information that you provide to GP Care Wakefield to be shared with your GP practice you need to let us know as soon as possible. We will then enter clinical codes into your electronic health records that will prevent information leaving the Service.

If you wish to exercise your right to withdraw consent/opt-out, or to speak to someone to understand what impact or possible consequences this may have, such as delays in receiving care, please contact us at the address below.

Call Recording

All calls to and from the Service, incoming and outgoing, are recorded and kept for a minimum period in line with the NHS record retention schedules².

Change of Details

It is important that you tell the person treating you or the person you speak to on the telephone 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 that 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 Commissioner's Office website -

http://ico.org.uk/what_we_cover/register_of_data_controllers

Trinity Medical Centre is registered with the Information Commissioner's Office (ICO). **ZA269597**

Who is the Data Controller?

The Data Controller responsible for keeping your information secure and confidential is **Trinity Medical Centre**. The centre hosts the information management system for the whole of the GP Extended Hours Service whilst also providing some of the face to face clinicians whom you may see if you call the Service with a medical need. Local Care Direct also provides some of the face to face clinicians whom you may see if you call the Service with a medical need.

Contact details

Should you want to get in touch with the service about how your information is used or managed please contact the Trinity Medical Centre Practice Manager at the following address:

Trinity Medical Centre

Thornhill Street, Wakefield WF1 1PG

Phone: 01924784103

Website: www.tmcwakefield.co.uk

If you want to contact the Information Commissioner's Office (ICO) you can do so using these details.

The Information Commissioner

Wycliffe House, Water Lane, Wilmslow. Cheshire. SK95AF

Phone: 08456306060 or 01625545745

Website: <https://ico.org.uk/>

²<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>

