**PRIVACY NOTICE FOR THE SPINNEY SURGERY**

Spinney Surgery has a legal duty to explain how we use any personal information we collect about you at the organisation. We collect records about your health and the treatment you receive in both electronic and paper format.

**Why do we have to provide this privacy notice?**

We are required to provide you with this privacy notice by law. It provides information about how we use the personal and healthcare information we collect, store and hold about you. If you have any questions about this privacy notice or are unclear about how we process or use your personal information or have any other issue regarding your personal and healthcare information, then please contact our Data Protection Officer;

**Data Protection Officer**

**NHS Cambridgeshire and Peterborough ICB**

**Gemini House**

**Cambridgeshire Business Park**

**Angel Drove**

**ELY CB7 4EA**

**cpicb.dataprotectionofficer@nhs.net**

The main things the law says we must tell you about what we do with your personal data are:

* We must let you know why we collect personal and healthcare information about you
* We must let you know how we use any personal and/or healthcare information we hold about you
* We need to inform you in respect of what we do with it
* We need to tell you about who we share it with or pass it on to and why
* We need to let you know how long we can keep it for

**Using your information**

We will use your information so that we can check and review the quality of care we provide. This helps us improve our services to you.

* We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital or your GP will send details about your prescription to your chosen pharmacy.
* Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record For more information see: [NHS Digital’s Summary Care Record](https://digital.nhs.uk/services/summary-care-records-scr) or alternatively speak to this organisation.

You have the right to object to information being shared for your own care. Please speak to this organisation if you wish to object. You also have the right to have any mistakes or errors corrected.

**Registering for NHS care**

* All patients who receive NHS care are registered on a national database (NHS Spine). The Spine is held and maintained by NHS Digital, a national organisation which has legal responsibilities to collect NHS data.
* More information can be found at [NHS Digital - Spine](https://digital.nhs.uk/services/spine#use-spine)

**Identifying patients who might be at risk of certain diseases**

* Your medical records will be searched by a computer programme so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital. This means we can offer patients additional care or support as early as possible.
* This process will involve linking information from your GP record with information from other health or social care services you have used. Information which identifies you will only be seen by this organisation.

**Safeguarding**

* Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm. These circumstances are rare and we do not need your consent or agreement to do this.

**Medical research**

* This organisation shares information from medical records to support medical research when the law allows us to do so, for example to learn more about why people get ill and what treatments might work best. We will also use your medical records to carry out research within the organisation.
* The use of information from GP medical records is very useful in developing new treatments and medicines; medical researchers use information from these records to help to answer important questions about illnesses and disease so that improvements can be made to the care and treatment patients receive.
* We share information with the following medical research organisations with your explicit consent or when the law allows:
	+ National Institute of Health and Care Research (NIHCR)
	+ The University of Edinburgh
	+ Clinical Practice Research Datalink (CPRD) collects anonymised data for research purposes to improve patient and public health. For more information, you can visit www.cprd.com
	+ Clinical Research Network (CRN), who access patient data to identify and seek consent from patients eligible for involvement in medical research. In some instances, with patient consent, the CRN are also involved in delivery of research projects. For more information, you can visit www.nihr.ac.uk/nihr-in-your-area/eastern/
	+ GSK
* You have the right to object to your identifiable information being used or shared for medical research purposes. Please speak to the organisation if you wish to object.

**Checking the quality of care – national clinical audits**

* This organisation contributes to national clinical audits so that healthcare can be checked and reviewed. Information from medical records can help doctors and other healthcare workers to measure and check the quality of care that is provided to you.
* The results of the checks or audits can show where organisations are doing well and where they need to improve. These results are also used to recommend improvements to patient care.
* Data is sent to NHS Digital, a national body with legal responsibilities to collect data.
* The data will include information about you, such as your NHS Number and date of birth, and information about your health which is recorded in coded form – for example the code for diabetes or high blood pressure.
* We will only share your information for national clinical audits or checking purposes when the law allows.
* For more information about national clinical audits see the Healthcare Quality Improvements Partnership [website](https://www.hqip.org.uk/) or phone 020 7997 7370.
* You have the right to object to your identifiable information being shared for national clinical audits. Please contact the organisation if you wish to object.

**We are required by law to provide you with the following information about how we handle your information:**

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| **Data Controller**  | The Spinney Surgery, Ramsey Road, St Ives, Cambs, PE27 3TP |
| **Data Protection Officer**  | Data Protection OfficerNHS Cambridgeshire and Peterborough ICBGemini HouseCambridgeshire Business ParkAngel DroveELY CB7 4EAcpicb.dataprotectionofficer@nhs.net |
| **Purpose** of the processing | * To give direct health or social care to individual patients.
* For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care.
* To check and review the quality of care. (This is called audit and clinical governance).
* Medical research and to check the quality of care that is given to patients (this is called national clinical audit)
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| **Lawful basis** for processing | These purposes are supported under the following sections of the GDPR:***Article 6(1)(e)*** *‘…necessary for the performance of a task carried out in the public interest or in the exercise of official authority…’; and* ***Article 9(2)(h)*** *‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...”* The following sections of the GDPR mean that we can use medical records for research and to check the quality of care (national clinical audits)***Article 6(1)(e)*** *– ‘processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller’.*For medical research: there are two possible Article 9 conditions. *Article 9(2)(a) – ‘the data subject has given explicit consent…’**Article 9(2)(j) – ‘processing is necessary for… scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member States law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and interests of the data subject’.* Healthcare staff will also respect and comply with their obligations under the common law duty of confidence. |
| **Recipient or categories of recipients** of the processed data | The data will be shared with: * Healthcare professionals and staff at this surgery
* Local hospitals
* Out of hours services
* Diagnostic and treatment centres
* Other organisations involved in the provision of direct care to individual patients

Organisations who help us manage our data for specific purposes, and under formal agreement, include:* **Cambridgeshire & Peterborough NHS Foundation Trust** who help identify patients who are frail, and may require additional care services. Patients requiring mental health support. For more information: <http://www.cpft.nhs.uk/>
* **ICS Health and Wellbeing** who send letters to patients on our behalf, inviting patients to attend a diabetes prevention service where we have identified them as being at risk of developing diabetes. For more information: <https://icshealth.co.uk/>
* **Medicines Optimisation Team, Cambridgeshire & Peterborough Clinical Commissioning Group** who review Practice Prescribing to ensure the most effective use of NHS Resources.
* **East Anglia Diabetic Screen Programme (DESP)** who keep information about patients diagnosed with diabetes to maintain an accurate register and deliver a safe and effective diabetic eye screen service. For more information: <http://www.health-intelligence.com>
* **CAMQUIT** service who support patients wishing to receive help to stop smoking.
* **NHS 111 Service** and the local **Out of Hours Service**
* **Cambridgeshire & Peterborough Integrated Care System (ICS)** – this organisation has formally replaced the role of the Clinical Commissioning Group.
* **Cambridgeshire NHS Community Services** - supporting delivery of the full range of community based care to our patients and providing First Contact Physiotherapy services to patients under a separate contractual arrangement
* **Cambridgeshire County Council**
* **National Diabetes Prevention Programme**
* **Primary Care Support England (PCSE)**
* **Apollo**
* **TPP(SystmOne Clinical System)**
* **Care Quality Commission**
* **Information Commissioners Office**
* **NHS England and the Open Exeter System**
* **INR Staff & the DAWN system**
* **National Bowel Screening Programme**
* **AccuRx** (the system we use when making video calls to patients, and also sending messages and receiving photos from patients
* **Other local NHS Secondary Care providers**
* **Local private Secondary Care Providers** and those providing an NHS Service
* **Public Health England**
* **St Ives Primary Care Network**
* **Provide** (for Childhood Immunisations data/processing etc)
* **Interface Clinical Services -** providing disease prevalence data and clinical and prescribing support in specific disease areas under a contractual arrangement.
* **Prescribing Care Direct -** providing Clinical Pharmacists to deliver direct prescribing and medicines management support to patients under a contractual arrangement.
* **Ardens Health Informatics Ltd** – providing clinical templates for use with SystmOne.
* **Prescribing Services (Eclipse) –** providing prescribing data and reporting to assist the practice in managing patient conditions.
* **Convergence Communications –** providing call recording and call reporting software.
* **GP Practice websites –** providing surgery website and collecting patient feedback submissions and Patient Group applications.
* **Joy Digital Platform –** Cambridgeshire and Peterborough Integrated Care System has commissioned the Joy Digital Platform.   Joy is a social prescribing software and is a tool to refer patients to non-clinical services and manage caseloads. Joy can be used to add data to the patient’s electronic health record but it is not a replica or substitution for a patient's medical record. Information added to the patient’s medical record by Joy does form part of the medical record and the system administrators in EMIS and SystmOne will be configuring their clinical systems to allow patient’s to access their medical record in line with the current legislation changes.
* **Healthy.IO –** Healthy.IO provide a test at home urinalysis service. The service collects information to enable delivery of the kit and for the patient to carry out urine analysis using their smartphone, the Healthy.IO mobile app. Data is captured and processed by the app and shared with the practice team.
* **MoreLife (UK) Ltd –** MoreLife (UK) Ltd are commissioned by the Public Health team to deliver the weight management service for patients registered with the practice.
* **Oviva (UK) Ltd -** The NHS Type 2 Diabetes Path to Remission is a service for people with type 2 diabetes. It is a one-year programme to support healthier lifestyle, weight loss and remission of Type 2 diabetes. The programme consists of nutritionally complete total diet replacement products, for 12 weeks, followed by a period of food reintroduction and subsequent weight maintenance support, with a total duration of 12 months. The programme is delivered by Oviva, for any eligible patients referred by GPs in the eligible areas. The contract for the provision of the programme is held between NHSE and Oviva, with data flowing between Oviva and GP surgeries directly and between Oviva and the commissioners for reporting. Data is also provided to C&P ICB (only in aggregate form) to enable monitoring of referrals and ensure the overall success of the programme.
* **iPlato** – iPlato integrates with our clinical system to provide additional data reporting functions to support national patient recall processes.
* **Klinik –** providing the online access portal for patients to submit appointment and admin requests to the practice. The system also enables communication between the practice and patient about the request that they have submitted.
* **Medical Examiners Team at North West Anglia Foundation Trust –** providing independent assessment of the cause of death as per new regulations to support the death certification process.
* **Numed Healthcare –** For the operation of patient information screens in the practice and provision of functionality within the system to be able to call patients from the waiting room using these screen.
* **The Medicines Management Team –** Providing remote access clinical pharmacist services for medication reviews and long-term-condition reviews. Services are contracted by St Ives Primary Care Network and provided as part of the Enhanced Access service provision by the PCN.
* **IGPR Technologies Ltd -** We use a processor, iGPR Technologies Limited (“iGPR”), to assist us with responding to report requests relating to your patient data, such as subject access requests that you submit to us (or that someone acting on your behalf submits to us) and report requests that insurers submit to us under the Access to Medical Records Act 1988 in relation to a life insurance policy that you hold or that you are applying for.

iGPR manages the reporting process for us by reviewing and responding to requests in accordance with our instructions and all applicable laws, including UK data protection laws.The instructions we issue to iGPR include general instructions on responding to requests and specific instructions on issues that will require further consultation with the GP responsible for your care.For medical research, the data will be shared with;* National Institute of Health and Care Research (NIHCR)
* The University of Edinburgh
* GSK

For national clinical audits that check the quality of care, the data will be shared with NHS Digital.  |
| **Right to object and the national data opt-out** | * You have the right to object to information being shared between those who are providing you with direct care. This may affect the care you receive – please speak to the practice.
* You are not able to object to your name, address and other demographic information being sent to NHS Digital. This is necessary if you wish to be registered to receive NHS care.
* You are not able to object when information is legitimately shared for safeguarding reasons. In appropriate circumstances, it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm. The information will be shared with the local safeguarding service https://www.safeguardingcambspeterborough.org.uk/
* The national data opt-out model provides an easy way for you to opt-out of information that identifies you being used or shared for medical research purposes and quality checking or audit purposes.
* Please contact the practice if you wish to opt-out. Further information is available from [NHS England](https://digital.nhs.uk/services/national-data-opt-out).
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| **Right to access and correct** | * You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff if you have any queries.
* We are not aware of any circumstances in which you will have the right to delete correct information from your medical record although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
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| **Retention period** | * Records will be kept in line with the law and national guidance. Information about how long records are kept can be found in the [Records Management Code of Practice](https://transform.england.nhs.uk/information-governance/guidance/records-management-code/).
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| **Right to complain** | * You have the right to complain to the Information Commissioner’s Office. If you wish to complain, follow [this link](https://ico.org.uk/global/contact-us/) or call the helpline **0303 123 1113**
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| **Data we get from other organisations** | * We receive information about your health from other organisations that are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happened. This means your GP medical record is kept up-to date when you receive care from other parts of the health service.
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**Data Protection Registration Number:** Z5401696

**Date last reviewed or updated:** October 2024