



Privacy Notice (GDPR) : Young Peoples' Version

What is a Privacy Notice?

A privacy notice tells you about the information that your doctor's surgery keeps about you. It also tells you what we do with this information - how we use it to help look after you and to tell other people involved in your care important stuff to make sure everything goes well.

The sorts of information we have includes your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record. We also have test results and letters from other people who look after you included in your record.

Your doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in a document called the 'General Data Protection Regulation' - GDPR for short.

What is GDPR?

The GDPR is a new regulation (began in 2018) that helps make sure your doctor's surgery keep the information about you safe and secure. Everyone working in the surgery has to follow the law and these new regulations are more detailed than before and make it better for you.

Where can I see more about the Privacy Notice?

At your surgery, we have a Privacy Notice in the entrance noticeboard and can give a leaflet to young people and adults. We also have lots of information about privacy on our website, telling you in detail how we use the information we have about you. If you don't have a computer at home you can use the Patient Computer to look at this information.

What information do we collect about you?

Don't worry; we only collect the important information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

How do we use this information about you?

Your information is taken to help us provide your care and we look after it safe and secure on our computer system. But we might need to share some or all of this information with other medical teams, such as hospitals, if you need to be seen by a specialist doctor or sent for an X-ray.

Your doctor's surgery may be asked to help with exciting medical research; but don't worry, we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information.

If the information is anonymous, nobody will be able to see who it belongs to and this type of important research is also carried out and has led to many scientific breakthroughs. We keep a record of which official organisations carry out this important work but because it is anonymous, we do not need to ask your permission.

The NHS also asks for certain information, for instance about your vaccinations, and they have special laws which automatically give them permission.

How do we keep your information private?

Well, your doctor's surgery knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important rule books.

What if I've got a long-term medical problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it.

If you don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. We shall record this and take notice.

If you're under 16 your parents or adults with parental responsibility will have to decide. They can get more information from a member of staff at the surgery, who can also explain what this means to you.

How can I access my records?

Under the GDPR, if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR).

Your parents or adults with parental responsibility will do this on your behalf if you're under 16. But if you are over 12, you may be classed as being 'competent' and you may be able to do this yourself.

If you wish to access your record, or have any questions, ask a member of the surgery team or your parents or adults with parental responsibility can do this for you.

You can contact **Emma**, our Administrator: **Emma Carney @nhs.net** or telephone her on 02028 204 6464.

Our Practice Manager, **Amanda Ure** is the **Senior Information Risk Owner (SIRO)** and ensures all our practice procedures are GDPR compliant.

GP practices are data controllers for the data they hold about their patients and **Dr Selwyn** has overall responsibility as the **Data Protection Lead**.

The **Data Protection Officer (DPO)** for NW London, the organization within which Willow Tree Family Doctors is governed, is on email nwl.infogovernance@nhs.net

What to do if you're not happy about how we manage your information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data-processing methods, you can complain to us or can raise it higher. For more information, visit ico.org.uk and select 'Raising a concern'.

We always try to make sure the information we give you is up to date. Any updates will be published on our website, in our newsletter and leaflets, and on our information screen. This policy will be reviewed in Aug 2020