



What is a Privacy Notice?



A privacy notice helps us tell you about how we use information we have about you like your name, address, date of birth, and all of the notes the Doctors or Nurses make about you in your healthcare record.

Why do we need a Privacy Notice?



Good question! We need a privacy notice to make sure we meet the legal requirements which are written in a new document called the General Data Protection Regulation, or GDPR for short.

What is the GDPR?



The GDPR is a new document that helps us keep the information about you secure. It's new and will be introduced on the 25th May 2018. It will make sure we follow the rules and keep your information safe.

What information do we collect about you?



We only collect the information we need to help us keep you healthy – such as:

- your appointments
- home visits
- telephone calls
- treatments and medicines
- anything you are allergic to
- test results
- x-rays
- and other information in your healthCare record to enable us to care for you safely.

How do we use your information?



Your information is taken to help us provide you with safe care. We might need to share this information with other medical teams, such as at the hospital, if you need to be seen by a special doctor or sent for an x-ray. We may also be asked to help with exciting medical research, but don't worry, we will always ask you, or your parent or adult with parental responsibility, if it's okay to share your information.

How do we keep your information private?



Don't worry, we know that it is very important to protect the information we have about you. The named Data Protection Officer (DPO) is the Practice Manager. She makes sure we follow the rules that are written in the rule books and that we look after your personal information in the right way.

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. This helps in making sure you get the care you need when you need it.

What if I don't want to share?



Another good question! All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this is something which your parent or adult 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 do I access my medical records?



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 make a Subject Access Request. This is sometimes known as a SAR.

Your parent, or adult with parental responsibility, will normally do this on your behalf if you're under 16. However, if you are between 13 and 16, you could be allowed to access your health records yourself.

A doctor will need to have an appointment with you to decide whether you are allowed to have access yourself, otherwise your parent or adult with parental responsibility will have to ask for this for you.

What do I do if I have any further questions?



If you have any further questions or want to read more information about the GDPR and Privacy Notices, you can:



Visit our website at
www.eastmoorhc.nhs.uk



Email the doctors surgery at
eastmoor.hc@nhs.net



Write to the doctor's surgery at
Eastmoor Health Centre, Windhill
Road, Wakefield, WF1 4 SD



Speak to the doctor's surgery in
person by making an appointment at
the reception desk

What do I do if I'm not happy about how the surgery manages my information?



We really, really, want to make sure you're happy, but we understand that sometimes things can go wrong.

If you, your parent or adult with parental responsibility is unhappy with any part of our data processing, you can complain. For more information, visit www.ico.org.uk and select 'raising a concern'.