

The Azad Practice Privacy Notice

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read this privacy notice ('Privacy Notice') carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

1. WHY WE ARE PROVIDING THIS PRIVACY NOTICE

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please do contact our Data Protection Officer (details below).

The Law says:

- A. We must let you know why we collect personal and healthcare information about you;

- B. We must let you know how we use any personal and/or healthcare information we hold on you;

- C. We need to inform you in respect of what we do with it;

- D. We need to tell you about who we share it with or pass it on to and why; and

- E. We need to let you know how long we can keep it for.

2. THE DATA PROTECTION CONTROLLER / OFFICER / PROCESSOR

The Data Protection Controller is The Azad Practice and the organisation's Data Protection Officer is **Ernest Attah** . This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we use your information for a particular purpose and, therefore, on those occasions we may also be Data Processors. The purposes for which we use your information are set out in this Privacy Notice.

You can contact us by writing or visiting us at the The Azad Practice 1st Floor Boleyn Medical Centre, 152 Barking Road, East Ham, London. E6 3BD or by calling 020 8475 8550 or email nelondonicb.theazadpractice@nhs.net

- if you have any questions about how your information is being held;
- If you require access to your information or if you wish to make a change to your information;
- If you wish to make a complaint about anything to do with the personal and healthcare information we hold about you, (you also have the right to take your complaint to the Information Commissioner's Office; <https://ico.org.uk/global/contact-us/>)
 - Or if you have any other query relating to this Policy and your rights as a patient.

3. INFORMATION WE COLLECT FROM YOU

The information we collect from you will include:

A. Your contact details; such as your name, address, telephone numbers, email address, and work contact details (we will also ask for any previous names you have had, your previous address, your previous GP);

B. Details and contact numbers of your next of kin/carers;

C. Your date of birth, gender, ethnicity, occupation;

D. Details in relation to your medical history;

E. The reason for your visit to the Surgery;

F. Medical notes and details of diagnosis and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare;

G. Correspondence brought/sent to us by yourself from other health organisations;

H. Correspondence/comments etc. you write for the attention of the Surgery;

I. Your nominated chosen pharmacy.

All patients who receive NHS care are registered on a national database, which holds your name, address, date of birth, NHS number and previous details. The database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS data. More information can be found at <https://digital.nhs.uk/about-nhs-digital> or by calling 0300 303 5678.

4. INFORMATION WE COLLECT ABOUT YOU FROM OTHERS

We also collect personal information about you when it is sent to us from; for example, your previous GP, a hospital, a consultant, any other medical/healthcare professional, or any other person involved with your general healthcare and social care such as local authorities.

5. HOW WE USE YOUR INFORMATION / WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO, AND WHY

We use your personal and healthcare information when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare or when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment.

This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in providing better care to you and your family and future generations. However, as explained in this privacy notice, confidential information about your health and care is only used in this way when allowed by law and would never be used for any other purpose without your clear and explicit consent.

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of your direct healthcare needs. It, therefore, may be important for them to be able to access your information in order to ensure they may properly deliver their services to you:

- A. Hospital professionals (such as doctors, consultants, nurses, etc.);
- B. Other GPs/Doctors for example with the Out Of Hours Team or Extended Hours Service;
- C. Pharmacists;
- D. Nurses and other healthcare professionals;
- E. Dentists;
- F. Any other person that is involved in providing services related to your general healthcare, including mental health professionals.

For more information on how we share your information with organisations directly involved in your care please visit; <https://digital.nhs.uk/services/spine>

Other organisations that we provide your information to include:

A. Commissioners;

B. Clinical Commissioning Groups;

C. Local authorities;

D. Community health services;

E. For the purposes of complying with the law e.g. Police

F. Anyone you have given your consent to view or receive your record, or part of your record. Please note, if you give another person or organisation consent to access your record we will need to contact you to verify your consent before we release that record. It is important that you are clear and understand how much and what aspects of, your record you give consent to be disclosed.

G. Extended Hours Access – we provide extended access services to our patients which means you can access medical services outside of our normal working hours. In order to provide you with this service, we have formal arrangements in place with the Clinical Commissioning Group and with other practices whereby certain key “hub” practices offer this service on our behalf for you as a patient to access outside of our opening hours. This means, those key “hub” practices will have to have access to your medical record to be able to offer you the service. Please note to ensure that those practices comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those purposes only. Please ask at reception for an updated list of Hubs.

H. 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 practice. For more information please speak to reception.

I. 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. We do not need your consent or agreement to do this. Please see our local policies for more information: <http://www.newhamccg.nhs.uk/Downloads/News-and-Publications/Policies-and-procedures/NHS-NewhamCCG-Safeguarding-Policy-and-Procedures-2016.pdf>

J. Data sharing/extraction for different sectors of the NHS – Information is shared so that services can be reviewed, planned and managed appropriately, to check that care is being provided safely and to prevent infection diseases from spreading. We will share information with NHS Digital, the Clinical Commissioning Group (CCG), the Care Quality Commission (CQC) and local health protection team (or Public Health England). Please see below for further information:

- The CCG at times extracts medical information about you, but the information we pass to them via our computer systems cannot identify you to them. This information only refers to you by way of a code that only your practice can identify (it is pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the CCG from ever identifying you as a result of seeing the medical information and we will never give them the information that would enable them to do this. There are good reasons why the CCG may require this pseudo-anonymised information, for example to review, plan and manage services, check that the care being provided is safe; to prevent infectious diseases from spreading.
- NHS Digital is a national body which has legal responsibilities to collect information about health and social care services. It collects information from across the NHS in England and provides reports on how the NHS is performing. These reports help to plan and improve services to patients. We must comply with the law and will send data to NHS Digital, for example, when it is told to do so by the Secretary of State for Health or NHS England under the Health and Social Care Act 2012. For more information about NHS Digital and how it uses information please visit: <https://digital.nhs.uk/home>
- The CQC regulates health and social care services to ensure that safe care is provided. The law says that we must report certain serious events to the CQC, for example, when patient safety has been put at risk. For more information about the CQC see: <http://www.cqc.org.uk/>
- The law requires us to share data for public health reasons to local health protection team to prevent the spread of infectious diseases or other diseases which threaten the health of the population, and allows us to share data to Public Health England, so that you can be invited to the relevant screening programmes provided by the NHS. Screening programmes include bowel cancer, breast cancer, cervical cancer, aortic aneurysms and diabetic eye screening. We will report/share the relevant information to. For more information about Public Health England and disease reporting see: <https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report> For more information about screening programmes see: <https://www.gov.uk/topic/population-screening-programmes>

K. Data Extraction for the purpose of National Audits – We contribute to national clinical audits so that healthcare can be checked and reviewed. Information from medical records can help doctors and other healthcare workers measure and check the quality of care which is provided to you. The results of the checks or audits can show where hospitals are doing well and where they need to improve. The results of the checks or audits are used to recommend improvements to patient care. Data are 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:

- Healthcare Quality Improvements Partnership website: <https://www.hqip.org.uk/> or phone 020 7997 7370 - NHS Digital: <https://digital.nhs.uk/data-and-information/clinical-audits-and-registries/our-clinical-auditsand-registries/national-diabetes-audit-collection>

You have the right to object to your identifiable information being shared for national clinical audits. Please contact the practice if you wish to object.

L. Medical Research – Information from medical records is shared 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 practice. This is important because the use of information from GP medical records is very useful in developing new treatments and medicines. Medical researchers use information from medical records to help answer important questions about illnesses and disease so that improvements can be made to the care and treatment patients receive. We may share information with the medical research organisations with your explicit consent or when the law allows. You have the right to object to your identifiable information being used or shared for medical research purposes. Please speak to the practice if you wish to object.

6. YOUR SUMMARY CARE RECORD (SCR)

Your summary care record is an electronic record of your healthcare history (and other relevant personal information) held on a national healthcare records database provided and facilitated by NHS England.

This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct healthcare. For more information, see: <https://digital.nhs.uk/summary-care-records>.

You may have the right to demand that this record is not shared with anyone who is not involved in the provision of your direct healthcare. If you wish to enquire further as to your rights in respect of not sharing information on this record then please contact the Surgery.

To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, please visit www.nhs.uk/my-data-choice.

Note if you do choose to opt out, you can still consent to your data being used for specific purposes. However, if you are happy with this use of information you do not need to do anything. You may however change your choice at any time.

7. ANONYMISED INFORMATION

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

8. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

A. Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please contact the Surgery. We will provide this information free of charge however, we may in some limited and exceptional circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

B. Online Access

You may ask us if you wish to have online access to your medical record. However, there will be certain protocols that we have to follow in order to give you online access, including written consent and production of documents that prove your identity.

Please note that when we give you online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

C. Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

D. Removal

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

E. Objection

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order

to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

F. Transfer

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

9. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

10. LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION

The Law says we need a legal basis to handle your personal and healthcare information.

CONTRACT: We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.

CONSENT: Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

NECESSARY CARE: Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position not to be able to consent.

LAW: Sometimes the Law obliges us to provide your information to an organisation (see above).

11. SPECIAL CATEGORIES

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

PUBLIC INTEREST: Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need

to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment;

CONSENT: When you have given us consent;

VITAL INTEREST: If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);

DEFENDING A CLAIM: If we need your information to defend a legal claim against us by you, or by another party;

PROVIDING YOU WITH MEDICAL CARE: Where we need your information to provide you with medical and healthcare services

12. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary. GP medical records will be kept in line with the law and national guidance.

Information on how long records can be kept can be found at:

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

13. UNDER 16s

This privacy notice applies to all patients, however, parents/legal guardians have the authority to make a decision on behalf of their child as to whether their information can be shared as set out above until the child is aged 16. After this age, individual patients are responsible for their medical records and how their data is shared. If a child from the age of 13 wishes to remove authorisation from their parents/legal guardians to make such decisions on their behalf, we will take the time to discuss their request with them and decide based on individual situations.

14. IF ENGLISH IS NOT YOUR FIRST LANGUAGE

If English is not your first language you can request a translation of this Privacy Notice. Please contact the Surgery.

15. COMPLAINTS

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact the Surgery. However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

16. OUR WEBSITE

The only website this Privacy Notice applies to is the Surgery's website www.theazadpractice.nhs.uk

. If you use a link to any other website from the Surgery's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

17. COOKIES

The Surgery's website uses cookies. For more information on which cookies we use and how we use them, please view the Cookies Policy on our website; www.theazadpractice.nhs.uk

18. SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

19. TEXT MESSAGING AND CONTACTING YOU

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have your up to date details. This is to ensure we are sure we are actually contacting you and not another person.

20. WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Privacy Notice in our reception, on our website, or a copy may be provided on request.

21. CHANGES TO OUR PRIVACY NOTICE

We regularly review and update our Privacy Notice. This Privacy Notice was last updated on 31/10/22.