

Privacy Notice Policy

Welcome to the Privacy Notice of Brixton Hill Group Practice. We deeply value the trust you place in us and are fully committed to safeguarding your privacy and personal data. This notice serves to outline how we collect, use, and protect your information in strict adherence to relevant laws and regulations, ensuring transparency and accountability in our practices.

Your medical records are essential for delivering safe, effective care tailored to your needs. We use this information to continuously improve our services and coordinate your healthcare journey with other providers securely.

Rest assured; we uphold stringent security measures to protect your data. If you have any queries or concerns, please reach out to us.

Thank you for choosing Brixton Hill Group Practice for your healthcare needs. We are committed to providing exceptional care while prioritising your privacy.

Our ICO Registration Number is: Z4797197

Our Data Protection Officer is Danielle Gibbons who can be contacted at gpdpo@selondonics.nhs.uk

You can watch 'How the NHS uses your patient data from GP practices to improve health and care' here:

<https://www.youtube.com/watch?v=YLi9gh7RyLA>

Understanding Your Data: How We Collect, Use, and Protect Your Information at Brixton Hill Group Practice

What information is collected

At Brixton Hill Group Practice, we collect various types of information to ensure the provision of comprehensive healthcare services are tailored to your needs. This includes:

- Personal details such as your name, address, date of birth, and NHS Number, which are stored on a national database maintained by NHS England for registration purposes.
- Identifying information used to assess your risk of certain diseases, which may include details from your GP record linked with information from other health or social care services.
- Relevant medical history, treatments, test results, referrals, care plans, and medication stored securely on managed systems as part of your health record.
- Contact details of carers, close relatives, next of kin, and representatives to support your care needs.
- Protected characteristics including ethnicity, religion, sexual orientation, and gender for equality monitoring and ensuring appropriate service delivery.

How we use the information

We utilise your personal information primarily to provide you with high-quality health and care services, ensuring preventative medicine, accurate medical diagnosis, and effective treatment. This includes:

- Facilitating direct patient care and treatment by maintaining up-to-date health records.
- Identifying patients at risk of certain diseases to offer timely care and support.
- Sharing information with relevant healthcare partners directly involved in your care, including local NHS hospitals, voluntary care providers, and emergency services.
- Supporting research initiatives with your consent, such as contributing data to medical research databases or national clinical audits.
- Complying with legal obligations under the [NHS Act 2006](#) and [Health and Social Care Act 2012](#) while respecting your rights under [Data Protection Act 2018, that implements GDPR](#).

Who we share the information with

Your information is shared securely and only with those directly involved in your care, including:

- NHS Digital, Local NHS hospitals, voluntary care providers, and emergency services.
- Other health and social care providers as needed to ensure comprehensive care delivery.
- Exceptional circumstances may require sharing information to protect individuals from harm, without the need for consent.

Why we share the information

Sharing your information enables:

- Improved clinical decision-making and quality of care by providing care professionals with up-to-date information.
- Enhanced research opportunities for developing new treatments, planning healthcare services, and improving public health.
- Greater efficiency and effectiveness in service delivery across organisational boundaries, ensuring your healthcare needs are met comprehensively.

Your privacy and consent are paramount, and you have the right to opt out of data sharing for research and planning purposes if desired. We are committed to maintaining the confidentiality and security of your information while striving to deliver the highest standards of care. If you have any questions or concerns regarding the use of your data, please do not hesitate to contact us.

How we keep your information secure

At Brixton Hill Group Practice, we are committed to ensuring the confidentiality, security, and lawful processing of your personal data in accordance with applicable regulations and best practices. Here's what you need to know about how we handle your information:

Our Systems: We use secure electronic systems to store your important data, like your health records. These systems are overseen by NHS IT departments and carefully managed to maintain the confidentiality of your information.

Regular Checks: We conduct regular checks to ensure our methods of safeguarding your information are up to date. We also assess physical security measures to prevent unauthorised access.

Email Encryption: Any emails containing your personal information are encrypted to prevent unauthorised access.

Property of Brixton Hill Group Practice

Review Date: March 2024

Next Review Date: March 2025

Page 3 of 7

Staff Training: All staff members undergo comprehensive training on information security to ensure they understand the importance of protecting your privacy.

Leadership Oversight: We have designated individuals responsible for overseeing information security practices and ensuring compliance with regulations and best practices.

Key Data Protection Contacts within the Practice

- Brixton Hill Group Practice - lamccg.brixtonhill@nhs.net
- Caldicott Guardian: Dr Bruce Blackwell
- Practice IG Lead: Dr Bruce Blackwell
- Data Controller contact for Brixton Hill Group Practice: Louisa Nelson
- Data Protection Officer: Danielle Gibbons - gpdpo@selondonics.nhs.uk

Purpose of the Processing

- Where the Practice is providing direct health or social care to individual patients, including sharing relevant information with other healthcare staff involved in your care or checking and reviewing the quality of care through audit and clinical governance processes, the following lawful bases will apply:
 - Lawful basis for processing: Supported under GDPR Articles 6(1)(e) and 9(2)(h), and common law duty of confidence.
- Any other uses and purposes for sharing data are outlined in the specific privacy notices on this webpage.

Recipient of Processed Data

- Shared with healthcare professionals and staff within the practice, local hospitals, out of hours services, diagnostic and treatment centres, and other organisations directly involved in patient care.
- Any additional recipients outlined in the specific privacy notices on this webpage.

Your Legal Rights

Rights to Object

- You have the right under Article 21 of the GDPR to object to your personal information being processed. Please contact the Practice if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.

- Please note though, objecting may affect the care you receive so please speak with the practice first.
- You cannot object to sharing demographic information with NHS Digital or for safeguarding reasons as this information is necessary if you wish to be registered to receive NHS care.

Right to Access and Correct

- You have the right under the [Data Protection Act 2018](#) to access your medical record and request corrections if necessary. Your request must be made in writing to the GP and handed into our Practice Receptionist.
- For any information you require from the Hospital, you should write directly to them.

Further information regarding your rights can be found in the specific privacy notices on this webpage.

Retention Period

- GP medical records are retained in line with legal requirements and national guidance.

For more information, please refer to the [Record Management Code of Practice for Health and Social Care](#).

Complaints

- In the unlikely event that you are dissatisfied with how we handle your information; you have the right to complain to the Information Commissioner's Office (ICO) that regulates and enforces the Data Protection Act.

For more details:

Visit the [ICO website](#) or call the helpline **0303 123 1113** (Monday to Friday between 9am and 5pm)

ICO
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Property of Brixton Hill Group Practice

Review Date: March 2024

Next Review Date: March 2025

Page 5 of 7

Maintaining Confidentiality and Accessing Your Records

- We maintain confidentiality and protect your information according to data protection laws and NHS codes of confidentiality and security.
- You have the right to access your records and request corrections if needed.

Risk Stratification and Invoice Validation

- Your information may be used for risk stratification to identify high-risk patients and ensure appropriate care.

Risk stratification is a method used to identify and manage patients at high risk of needing urgent or emergency care, particularly those with long-term conditions like cancer. Information is gathered from multiple sources, including our practice, and processed electronically to generate a risk score. This score is then shared with your GP, enabling them to take necessary actions to ensure you receive appropriate care. Through computer analysis of your medical records, we can identify patients at risk of diseases such as heart disease or unplanned hospital admissions, allowing us to offer additional care or support promptly.

- Your information may also be shared for invoice validation to determine responsibility for treatment costs.

Invoice validation is a process of determining which Integrated Care Services (ICS) should be responsible for covering the associated costs of the medical services you've received. This involves sharing your information including your name, address, and the date of treatment. Please be assured that all data shared for this purpose is kept secure and confidential and will not be used for any other reason or disclosed to third parties.

Opt-Outs

- You have the right to choose whether your information is shared. If you wish to opt out of data collection, simply speak to a member of our staff who can guide you through the process. You can opt out online through the [national data opt-out program](#) or discuss your preferences in person.
- Additionally, if you prefer not to share your confidential information for research and planning purposes, you can opt out through [NHS - Your Data Matters](#). For more information or assistance, you can also call **0300 303 5678**. Your privacy and preferences matter to us, and we're here to support your choices.

Further Information

If you have any further questions or concerns about how your information is handled, please don't hesitate to contact us. Your privacy and security are important to us, and we're here to ensure your information is handled responsibly and in accordance with your rights.

Changes to Our Privacy Policy

At Brixton Hill Group Practice, we consistently assess and update our privacy policy to ensure it aligns with current regulations and best practices. We conduct an annual review of this policy to maintain its relevance and effectiveness in safeguarding your privacy.