

RIVERHOUSE SURGERY

Privacy Notice

Riverhouse Medical Practice is a GP surgery that operates under a PMS contract. To provide the best quality healthcare to our patients we, like all other GP surgeries, need to hold personal information for all our patients.

In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

What Data We Collect, how we use it and share the information and keep your records safe.

On registering with us we record your date of birth, contact details, including address, phone numbers and email address.

We keep the information we collect electronically and on paper. All this information together with your Health Record is held on our secure system.

Further information is recorded whenever you come to the practice to see a GP or nurse. All this information is held in your medical record and can be seen by all who are caring for you at the Practice so as to enable them to make the right decisions about your care.

We will only use this information in the course of direct patient care. By this we mean that we will send text reminders for appointments and for health campaigns such as flu jabs.

We will never share your information with any other organisation other than for a direct healthcare reason such as referrals to specialists in hospitals or other healthcare providers which will benefit your care and treatment. As a training practice we sometimes have Students who spend time with us. All Staff members and student trainees at the Practice understand that all information is completely confidential to protect your privacy.

Checking we are doing our best

All Practices are checked by the Care Quality Commission (CQC) to ensure that practices are treating and caring for patients in the best possible way, and also to ensure that all patient records are safe and secure.

Access To Your Personal Information

You are entitled to have access to your medical records. We now do this free of charge by providing patients with on-line access via our IT system's "Patient Access" utility.

Please ask at reception if you wish to have the ability to access your medical records on-line. You will be able to print your records if they are required by a third party, such as an insurance company or solicitor. Requests for access can be made in person or by a

written request. If you find any information which is wrong/irrelevant to you, please contact the Practice Manager or the Data Protection Officer at the Practice to report the same.

If you are unhappy with the way your information is used this can be reported to the Information Commissioners Office at the address below:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545745

Email: <https://ico.org.uk/>

We hope this leaflet tells you what you need to know about the information we collect on you our patients.

Caldicott Guardian and Data Protection Officer

If you have any concerns about the use of your information you can contact the Caldicott Guardian and Data Protection Officer at the practice that are responsible for keeping your information confidential, legal and in the appropriate manner.