

## Fair Processing Notice SystemOne

### Introduction

This document is to explain to you the types of personal data we hold about you and how we may use this information for the benefit of your health and wellbeing. The document advises you on how we allow (or do not allow) your electronic health record to be made available to other organisations across a variety of healthcare settings. This is subject to your permission, via use of the computer system SystemOne. It informs you of your options should you wish to take further control of your SystemOne record. The information should be carefully considered and any concerns you have about the data we hold, and how we use it, should be raised with us.

### The personal data we hold about you

As your registered GP practice, we hold your electronic health record. This contains sensitive information about you, your health and your wellbeing. The following list provides an example of the type of information (both past and present) that can be held within your record:

- Demographic and contact details (name, date of birth, address, telephone number, email address, gender, sex, religion, marital status etc.)
- Appointments and consultations
- Diagnoses (including physical disabilities and mental health conditions)
- Medication, vaccinations, pathology results (e.g. blood tests) and allergies
- Social care involvement
- Hospital correspondence and correspondence from other health and care settings (including x-rays, discharge letters and referrals)
- Relationships/Next of kin

### Why do we need access to your personal data?

This information means we can provide you with high quality direct care in a safe and effective manner. Being able to see your detailed record allows for an overall picture of your health and wellbeing to be assessed. This then helps us to diagnose and prescribe appropriate courses of treatment to you. This means that the most safe and efficient care is provided to you. We do not want you to have to repeat your medical history and remember every detail, which may or may not be relevant, to every health and social care professional involved in your care. Lack of access to your information may need lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

### Why do we need to share your personal data?

We recognise that you will benefit from other health and social care providers that care for you (either currently or in the future) having access to your electronic health record. This is because they can then make fully informed decisions about the care you require. The reasons for access to the details record, mentioned about, apply across the health and social care profession. A shared record ensures that care providers always have the most accurate, up to date information.

### **What do we mean by 'Direct Care'?**

The term 'Direct Care' means a clinical health activity concerned with the prevention and investigation and treatment of illness. It includes supporting your ability to function and improve your participation in life and society. It also includes the assurance of safe and high-quality care and treatment undertaken by one or more registered and regulated health or social care professionals and their team with whom you have a legitimate relationship for your care purposes.

It does **not** include access to information for purposes such as insurance, advertising, or marketing.

### **How we share your personal data**

As your GP practice we have set the following practice settings for all our registered patients whose detailed electronic health record is in our possession and within the clinical computer system, SystmOne. However, we recognise that each of our patients have differing health and social care needs and you may wish to control yourself how your personal data is shared. This can be done via 'Your Choices' stated below.

### **Implied consent to make your record available to all organisations**

We assume that you are happy to share your detailed electronic health record to anyone that cares for you. We therefore make your record available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne. This allows for anyone at these organisations who have the appropriate controls to retrieve your electronic record, once you are registered for care. However, these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record.

The types of organisations which could be involved in your direct care and therefore need access to your electronic record are:

- GP Practices
- Community Services (e.g. physiotherapy, diabetes clinics, district nursing, rehabilitation services)
- Referral triage centres
- Child Health
- Urgent Care (e.g. A&E, Minor Injuries Units (MIU) and Out of Hours services)
- Community Hospitals
- Palliative Care
- Care Homes
- Offender Health (care providers within organisations such as Prisons and Custody Suites)
- NHS Hospitals
- NHS Mental Health Services
- Social Care – registered and regulated professionals within social care organisations coordinating care (not social care providers)
- Community Pharmacy

If you are not happy to share your electronic record in this way, please let us know as soon as possible so that we can record your dissent (refusal of permission) and stop your record from being accessed outside of the GP practice. You can choose to refuse your permission for any organisation having access to your GP record.

Where we have not implied your consent or dissent then your record will not be shared.

### **Organisations we make your record available to**

We work collaboratively with a variety of health organisations across Devon and the NHS and therefore with your assumed consent we make your electronic record available to a select list of organisations using the clinical record computer system, SystemOne. This means that once you are registered at those organisations, their staff who have been given the role of viewing clinical medical records, will be able to view your record, once they have discussed this with you and recorded your consent.

These organisations are stated on our practice Privacy Notice.

All other health and social care organisations require you to verify their access.

### **Organisations we make your record available to, subject to you providing a security code**

It is not always possible to predict the specific health and social care services that you may require in the future. For example, you may require a specialist service or need to be treated whilst away on holiday in another part of the country. Therefore, where we have (obtained/assumed) your consent we make your electronic health record available to organisations subject to you providing them with a verification code if/when you present for care, its similar to the verification process you may be familiar with using for internet banking Without this code the organisation will not be able to access your record.