



# PRIVACY INFORMATION LEAFLET – HOW WE USE YOUR INFORMATION

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Practice Website – [www.ledburyhealthpartnership.com](http://www.ledburyhealthpartnership.com)

We regularly review our privacy policy and any updates will be published on our website to reflect the changes

This leaflet explains:

- Why the Practice collects information about you and how it is used
- Who we may share information with
- Your right to see your health records and how we keep your records confidential

## What Is A Privacy Notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patients' privacy.

## Why Do We Need One?

To ensure compliance with the UK General Data Protection Regulation (GDPR), Ledbury Health Partnership must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

## What Is The GDPR?

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GPDR came into effect on **25 May 2018**.

## How Do We Communicate Our Privacy Notice?

At Ledbury Health Partnership, the practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

## What Information Do We Collect About You?

In the Practice we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you. These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Details and records about your treatment and care
- Results of x-rays, laboratory tests etc
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you, and
- Show you what they have recorded about you, if you ask

We will only store your information in identifiable form for as long as is necessary and in accordance with the NHS England's Rules.

## How Do We Use Your Information?

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

Others may also need to use records about you to:

- Check the quality of care (such as clinical audit)
- Protect the health of the public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers and
- Help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personal confidential information for essential NHS purpose such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

## Maintaining Confidentiality

Everyone working for the NHS has a legal duty to keep information about you confidential.

**We have a duty to:**

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (eg. In large type if you are partially sighted)

**We will not** share information that identifies you for any reason, unless:

- You ask us to do so
- We ask, and you give us specific permission
- We must do this by law
- We have special permission for health or research purposes, or
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Our guiding principle is that we are holding your records in **STRICT CONFIDENCE**

## Who Are Our Partner Organisations?

We may share information with the following main partner organisations:

- Hospital professionals (such as doctors, consultants, nurses etc)
- Other GPs/Doctors

- Primary Care Networks
- Taurus Healthcare (Extended Hours Service)
- NHS Trusts/Foundation Trusts/Specialist Trusts
- NHS Commissioning Support Units
- NHS England (NHSE) and NHS Digital (NHSD)
- Multi-Agency Safeguarding Hub (MASH)
- Independent Contractors such as dentists, opticians, pharmacists
- Any other person that is involved in providing services related to your general healthcare, including mental health professionals
- Private Sector Providers including pharmaceutical companies to allow for provision of medical equipment, dressings, hosiery etc
- Voluntary Sector Providers
- Ambulance Trusts
- Integrated Care Systems
- Clinical Commissioning Groups
- Local Authorities
- Fire and Rescue Services
- Social Care Services
- Education Services
- Other 'data processors' which you will be informed of

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- The police - For the purposes of complying with the law
- Anyone you have given your consent to, 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.
- Extended 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 whereby certain key 'hub' practices offer this service 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. The key 'hub' practices are South Wye Medical Centre, Hereford; The Marches Surgery, Leominster; Pendeen Surgery, Ross on Wye; The Medical Practice, Kington; Ledbury Health Partnership, Ledbury and Nunwell Surgery, Bromyard.
- Data Extraction by the Clinical Commissioning Group – the Clinical Commissioning Group 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 own practice can identify (it is pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the Clinical Commissioning Group 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.

- Herefordshire One Record – Patients in Herefordshire are able to benefit from the sharing of information to better manage their care via the Herefordshire One Record system. This includes sharing: contact details, diagnosis, medications, allergies, test results, referral and letters and care plans between health professionals in Herefordshire.

Health information is shared with:

- Wye Valley NHS Trust (including community services)
- St. Michael's Hospice
- Herefordshire Mental Health and Learning Disability Services
- Your registered general practice within Herefordshire

Anyone who receives information from us also has a legal duty to:

**KEEP IT CONFIDENTIAL!**

## Risk Stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Ledbury Health Partnership; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

## Invoice Validation

Your information may be shared if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

## Opt-Outs

You can opt out of sharing your confidential patient information. There may still be times when your confidential information is used; for example during an epidemic where there might be a risk to you or other people's health. You can also still consent to take part in a specific research project.

Your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screening for bowel cancer.

You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out by using one of the following:

- [Online service](#) – Patients registering need to know their NHS number or their postcode as registered at their GP Practice
- Telephone service 0300 303 5678 which is open Monday to Friday between 0900 and 1700
- NHS App – for use by patients aged 13 and over (95% of surgeries are now connected to the NHS App). The app can be downloaded from the App Store or Google play
- “Print and post” registration form  
[https://assets.nhs.uk/prod/documents/Manage\\_your\\_choice\\_1.1.pdf](https://assets.nhs.uk/prod/documents/Manage_your_choice_1.1.pdf).

Photocopies of proof of applicant’s name (e.g. passport, UK driving licence etc.) and address (e.g. utility bill, payslip etc.) need to be sent with the application. It can take up to 14 days to process the form once it arrives at NHS, PO Box 884, Leeds, LS1 9TZ

- Getting a healthcare professional to assist patients in prison or other secure settings to register an opt-out choice. For patients detained in such settings Guidance is available on NHS Digital and a Proxy form is available to assist in registration.

## Accessing Your Records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR) and provide the relevant personal photographic identification. Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

You have a right to privacy under the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act. The Practice needs your personal, sensitive and confidential data in order to perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and for the purposes of preventative or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services in compliance with Article 9 (h) of the GDPR.

- You have the right to ask for a copy of all records about you.
- Your request should be made to the practice holding your information
- We are required to respond to you within one month

- You will need to give adequate information (for example full name, address, date of birth, NHS number etc)

Should you have any questions about our privacy policy or the information we hold about you, you can:

- Contact the practice's data controller. GP practices are data controllers for the data they hold about their patients
- Write to the data controller at Ledbury Health Partnership – The Practice Manager
- Ask to speak to the Reception Manager

If you think anything is inaccurate or incorrect, please inform the Practice as soon as possible. For other rights about the use of your information please see our website.

The Data Protection Officer (DPO) for Ledbury Health Partnership is Paul Couldrey, PCIG Consulting Ltd and is available via email: [Couldrey@me.com](mailto:Couldrey@me.com) or Telephone 07525 623939

## Complaints

If you believe the Practice has breached any of your Data Protection Rights or in the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO, the UK supervisory Authority as below:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 0303 123 1113  
Email: [www.ico.org.uk](http://www.ico.org.uk)