

PRIVACY INFORMATION LEAFLET FOR CHILDREN & TEENAGERS

HOW WE USE YOUR INFORMATION



Ledbury Health Partnership, Market Street, Ledbury,
Herefordshire. HR8 2AQ
Telephone: 01531 825925

Practice Website – www.ledburyhealthpartnership.com

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

What Is A Privacy Notice?

A privacy notice helps Ledbury Health Partnership tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

Why Do We Need One?

All organisations need a privacy notice to make sure they meet the legal requirements which are written in a document called the UK General Data Protection Regulation (or GDPR for short).

What Is The GDPR?

The GDPR helps Ledbury Health Partnership keep the information about you secure. It was introduced on the 25th May 2018, making sure that your doctor, nurse and any other staff at the organisation follow the rules and keep your information safe.

How Do You Know About Our Privacy Notice?

At Ledbury Health Partnership, we have leaflets to give to children and adults and we also have lots of information about privacy on our website, telling you how we use the information we have about you.

What Information Do We Collect About You?

We only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

How Do We Use Your Information?

Your information helps us to provide your care. We might need to share this information with other medical teams, such as hospitals, if you need to be seen by a special doctor or sent for an X-ray. We will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information before doing so.

How Do We Keep Your Information Private?

Ledbury Health Partnership knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important rule books.

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**

What If I've Got A Long-Term Medical Problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it!

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!

What Happens If You Don't Want To Share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're over the age of 13 and deemed to be competent at understanding data sharing you can make this decision yourself. This maybe something for you to discuss with your parents or adults with parental responsibility will help you to make a decision on.

If you choose to opt out, you can do so by using one of the following methods:

- Online service (<https://www.nhs.uk/your-nhs-data-matters/>) – 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

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.

How Do I Access My Records?

If you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR) and provide relevant personal ID so that we know we are giving access to the right person. Your parents or adults with parental responsibility can also request access however if you are 13 or over, you may be classed as being competent and you will be asked to give consent first. Any child between the age of 13 and 16 will always be offered a consultation with one of our doctors to ensure that you understand the implications of accessing your own records or sharing your records with another person.

What Do I Do If I Have A Question?

If you have any questions, ask a member of the surgery team or your parents or adults with parental responsibility. You can:

- Contact the data controller. Ledbury Health Partnership is the data controller for the data we hold about you. You can write to them at the address given on the front page.

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

What To Do If You're Not Happy About How We Manage Your Information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data-processing methods, you can complain. For more information, visit ico.org.uk and select 'Raising a concern' or contact the ICO via:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 0303 123 1113

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