

PRIVACY INFORMATION LEAFLET FOR CHILDREN AND TEENAGERS



This leaflet explains:

- Why we collect 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

Further detailed information with regard to privacy information is available within our privacy notice which can be found [on our website](#).

What is a Privacy Notice?

A privacy notice helps Much Birch Surgery and Taurus Healthcare Ltd 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 UK GDPR for short).

What is the GDPR

The UK GDPR helps Much Birch Surgery and Taurus Healthcare Ltd keep the information about you secure. It was introduced in 2018 and it sets out rules making sure that your doctor, nurse and any other staff at the organisation follow these, keeping your information safe.

How do you get to know about our Privacy Notice?

At Much Birch Surgery and Taurus Healthcare Ltd, 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 is a Data Controller?

A Data Controller has to be listed on a register held by a public authority and is responsible for collecting, storing and handling your personal and healthcare information when you are seen as a patient. Much Birch Surgery is the Data Controller and our registration number is Z6644596.

Fair Processing

Fair processing means that we must be clear and open with you as to how your information is used. We manage your information within the existing laws and with guidance from other organisations that oversee the provision of healthcare in England.

What information do we collect about you?

We only collect the information we need to help us provide you with the highest quality of healthcare such as your name, address, information about your parents or

guardians, records of appointments, visits, consultations with our clinicians, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

Sharing information about you with others

Much Birch Surgery and Taurus Healthcare collects and holds data for the sole purpose of providing healthcare services to you and we will always ensure that the information is kept confidential. However, we can disclose personal information if it is required by law, you tell us we can or it is required to keep the public safe.

How do we use your information?

Your information helps us 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.

Where do we store your information?

All the personal data we process is processed by our staff in the UK however it may be located on servers within Europe.

All of the information recorded about you during your appointment with our clinicians is stored on a system called EMIS and this always remains in the UK under the highest levels of security.

How long do we keep your personal information?

We have to follow the law and keep your information for the periods of time given in the [NHSX—Records Management Code of Practice 2023](#).

How do we keep your information private?

Much Birch Surgery and Taurus Healthcare 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. We also make sure that all of our staff have done training to understand how to record and manage your information.

Who do we share your information with?

We may pass your personal information on to the following people or organisations when required as they may need your information to assist them and make sure they may properly deliver their services to you

- Hospital professionals (such as doctors, consultants, nurses, etc)
- Other GPs/doctors, including mental health and learning disability services
- Specialist Trusts
- St Michael's Hospice
- NHS Commissioning Support Units
- Primary Care Networks
- Independent contractors such as dentists, opticians, pharmacists
- Any other person who 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 Boards
- Local authorities
- Social care services
- Education services
- NHS England (NHSE) and NHS Digital (NHSD)
- Multi-Agency Safeguarding Hub (MASH)
- Fire and Rescue services
- Police and Judicial Services
- Other 'data processors' eg Diabetes UK

We may also share your information with the following:

- Anyone you have given your permission to view or receive your record
- The key hub practices you may visit for an appointment outside of normal working hours. These are: Station Medical Centre, Hereford; Ryeland Surgery, Leominster; Ross Community Hospital, Ross on Wye; The Medical Practice, Kington; Ledbury Health Partnership, Ledbury; Nunwell Surgery, Bromyard; Much Birch Surgery, Much Birch; Kingstone Surgery, Kingstone; Cradley Surgery, Cradley and Weobley Surgery, Weobley.

Further detailed information is available with the organisation's privacy notice on our [website](#).

Summary Care Records

All patients registered with a GP have a Summary Care Record unless they have chosen not to have one. Your Summary Care Record contains basic (core) information about allergies and medications and any reactions that you have had to medication in the past.

Some patients, including many with long term health conditions, previously have agreed to have additional information shared as part of their Summary Care Record. This additional information includes information about significant medical history (past and present), reasons for medications, care plan information and immunisations.

The Department of Health and Social Care has removed the requirement for you to be asked whether you wish to share Additional Information as part of the Summary Care Record. If you have previously expressed a preference to only have Core information shared in your Summary Care Record, or to opt-out completely from having a Summary Care Record, these preferences will continue to be respected and this change will not apply to you. For everyone else, the Summary Care Record will be updated to include the Additional Information.

To make any changes to your preferences around your Summary Care Record only, you should inform your GP practice or complete this [form](#) and return it to your GP practice.

Text messaging and Contacting You

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone (or your parent/carer/guardian where you have given us permission to do so) in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have up to date details. This is to ensure we are actually contacting you and not another person.

As this is operated on an 'opt out' basis we will assume that you give us permission to contact you via SMS if you have provided us with your mobile telephone number. Please let us know if you wish to opt out of this SMS service. We may also contact you using the email address you have provided to us. Please ensure that we have your up-to-date details.

Our telephone system records all telephone calls. Recordings are retained for up to three years and are used periodically for the purposes of seeking clarification where there is a dispute as to what was said and for staff training. Access to these recordings is restricted to named senior staff.

GP Connect Service

The GP Connect service allows authorised clinical staff at NHS 111 to book directly on behalf of a patient into our clinical system. This means that should you call NHS 111 and the clinician believes you need an appointment they will access available appointment slots only (through GP Connect) and book you in. This will save you time as you will not need to contact the organisation direct for an appointment.

Much Birch Surgery and Taurus Healthcare will not be sharing any of your data and the organisation will only allow NHS 111 to see available appointment slots. They will not even have access to your record. However, NHS 111 will share any relevant data with us, but you will be made aware of this. This will help in knowing what treatment/service/help you may require.

Please note if you no longer require the appointment or need to change the date and time for any reason you will need to speak to one of our reception staff and not NHS 111.

Primary Care Networks

Primary Care Networks (PCNs) are a group of practices who have come together to ease the pressure on GPs, leaving them better able to focus on patient care. All areas within England are covered by a PCN. This means that Much Birch Surgery and Taurus Healthcare may share your information with other practices within the Primary Care Network to provide you with your care and treatment.

Audit

Auditing of clinical notes is done by the organisation as part of their commitment to ensure you receive the best healthcare. We are allowed to do this as part of the law and no consent is required to audit clinical notes for this purpose.

Safeguarding

The organisation is dedicated to ensuring that we meet the requirements provided in law to guarantee the wellbeing of all our patients.

Safeguarding information such as referrals to safeguarding teams is retained by Much Birch Surgery and Taurus Healthcare when handling a safeguarding concern or incident. We may share information accordingly to ensure duty of care and investigation as required with other partners such as local authorities, the police or healthcare professionals (ie their GP or mental health team), as appropriate.

What happens if you don't want to share your information?

All of our patients, no matter what their age, can say that they don't want to share their information for research and planning purposes. You can choose to opt out of this type of sharing or agree to take part in a specific research project if you wish.

Choosing to opt out will not affect your care and treatment. You will still be invited for screening services. You do not need to do anything if you are happy about how your confidential patient information is used.

If you're over the age of 13 and deemed to be competent at understanding data sharing, you can make this decision yourself. This may be something for you to discuss with your parents or adults with parental responsibility. They may be able to help you to make the right decision.

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

- **Online service** ([Your Data Matters](#)) You will need your NHS number or your postcode as registered at your GP Practice.
- **Telephone service** - Call 0300 303 5678 (open Monday to Friday between 9.00 in the morning until 5.00 in the afternoon).
- **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** ([Manage Your Choice Form](#)) Photocopies of proof of applicant's name (eg passport, driving licence, etc) and address (eg 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 you access your records?

If you want to see what is written about you, you have a right to access the information we hold about you. To do so, you will need to make a request to Much Birch Surgery, ideally by completing a Subject Access Request (SAR) form, which can be downloaded from our [website](#) and provide relevant information and personal ID so that we know we are giving access to the right person.

- You have the right to ask for a copy of all records about you
- We are required to respond to you within one month

Your parents or adults with parental responsibility can also request access. However, if you are age 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 they understand the implications of accessing their own records or sharing their records with another person.

What do you do if you have a question?

If you have any questions about how your information is managed at Much Birch Surgery or Taurus Healthcare Ltd, please contact the Quality Team via quality.taurus@nhs.net or ask your parents or adults with parental responsibility.

What do you do if you're not happy with how your information is being managed?

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 raise your concerns with us, our Data Protection Officer (DPO) or the Information Commissioner's Officer directly as given below:

- Much Birch Surgery or Taurus Healthcare - please contact the Quality Team via quality.taurus@nhs.net
- Paul Couldrey (DPO), PCIG Consulting Ltd, 7 Westacre Drive, Quarry Bank, Dudley, West Midlands. DY5 2EE, telephone 07525 623939 or email paul.couldrey@nhs.net

- Visit ico.org.uk and select 'Raising a concern' or contact the ICO via The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or telephone: 0303 123 1113.

Where to find our Privacy Notice

You may find a copy of our Privacy Notice on our [website](#) or a copy may be provided on request.

We regularly review our privacy policy and any updates will be published on our website to reflect the changes. The policy is reviewed on an annual basis.



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