



HARLOR ROAD SURGERY

How Harlow Road Practice uses your information to provide you with healthcare

This practice keeps medical records confidential and complies with the General Data Protection Regulation.

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

We will share relevant information from your medical record with other health or social care staff or organization's when they provide you with care. Following are some of the most common situations where we will use this provision:

- we will share your information when we refer you to a specialist in a hospital.
- Your GP will send details about your prescription to your chosen pharmacy.
- Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your medical Records. For more information please visit www.digital.nhs.uk and browse the site for summary care records
- You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object using the right to object form 6.1.
- You also have the right to have any mistakes or errors corrected. Please speak to the practice and complete the form 6.2 – Right to Error Correction.

Other important information about how your information is used to provide you with healthcare

Registering for NHS care

- All patients who receive NHS care are registered on a national database.
- This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive.
- The database is held by NHS Digital, a national organization which has legal responsibilities to collect NHS data.

More information can be found at www.digital.nhs.uk

Identifying patients who might be at risk of certain diseases

- Your medical records will be searched by a computer program so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital.
- This means we can offer patients additional care or support as early as possible.
- This process will involve linking information from your GP record with information from other health or social care services you have used.
- Information which identifies you will only be seen by this practice.
- More information can be found at www.digital.nhs.uk

Safeguarding

- Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm.
- These circumstances are rare.
- We do not need your consent or agreement to do this.
- Please see our local policies for more information

We are required by law to provide you with the following information about how we handle your information.

Data Controller	Harlow Road Surgery – 1 Harlow Road – Rainham – RM13 7UP
Data Protection Officer	NHS NEL Integrated Care Board 4th Floor Unex Tower 5 Station Road London E15 1DA itservicedesk.nelicb@nhs.net 08009178607
Purpose of the processing	<ul style="list-style-type: none"> • To give direct health or social care to individual patients. • When a patient is referred for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care. • To check and review the quality of care. (This is called audit and clinical governance).
Lawful basis for processing	<p>Please note that processing as described in this policy document is supported by the following GDPR provisions:</p> <ul style="list-style-type: none"> • Article 6(1)e and • Article 9(2)(h) <p>Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.</p>
Recipient or categories of recipients of the processed data	<p>The data will be shared with:</p> <ul style="list-style-type: none"> • healthcare professionals and staff in this surgery; • hospitals; • out of hours services; • diagnostic and treatment centres; • or other organisations involved in the provision of direct care to individual patients.

Rights to object	<ul style="list-style-type: none"> • You have the right to object to information being shared between those who are providing you with direct care. • This may affect the care you receive – please speak to the practice. • You are not able to object to your name, address and other demographic information being sent to NHS Digital. • This is necessary if you wish to be registered to receive NHS care. • You are not able to object when information is legitimately shared for safeguarding reasons. • In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm.
Right to access and correct	<ul style="list-style-type: none"> • You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff or look at our 'subject access request' policy on the practice website www.harlowroadsurgery.com • We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
Retention period	GP medical records will be kept in line with the law and national guidance. For details please visit www.digital.nhs.uk and search for Records Management Code of Practice 2020 and Records Management Cod of practice 2016
Right to complain	You have the right to complain to the Information Commissioner's Office. Complaints procedure is listed on information commissioner's website at www.ico.org.uk
Data we get from other organisations	We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to date when you receive care from other parts of the health service.

