

# St Helens Medical Centre

## Practice Fair Processing & Privacy Notice

**We understand how important it is to keep your personal information safe and secure, and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way, and we review this regularly.**

**Please read this fair processing and privacy notice carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.**

### **Your Information, your rights:**

We are required to provide you with this Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice, or any other issue regarding your personal and healthcare information, then please do contact our Data Protection Officer (details below).

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 2018 and the UK General Data Protection Regulations (UK GDPR).

The following notice reminds you of your rights in respect of the above legislation and how your GP Practice will use your information for lawful purposes in order to deliver your care and the effective management of the local NHS system.

### **This notice reflects how we use information for:**

- The management of patient records;
- Communication concerning your clinical, social and supported care;
- Ensuring the quality of your care and the best clinical outcomes are achieved through clinical audit and retrospective review;
- Participation in health and social care research; and
- The management and clinical planning of services to ensure that appropriate care is in place for our patients today and in the future.

### **Data Controller:**

As your registered GP practice, we are the data controller for any personal data that we hold about you.

We, at St Helens Medical Centre situated at Upper Green Road, St Helens, Isle of Wight, PO33 1UG are a Data Controller of your information. This means we are responsible for collecting, storing, and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be Data Processors. The purposes for which we use your information are set out in this Notice.

### **Data Protection Officer:**

The Practice Data Protection Officer (external DPO) is Caroline Sims.

If you have any queries about Data Protection issues, please email [hiowicb-hsi.sthelensmc@nhs.net](mailto:hiowicb-hsi.sthelensmc@nhs.net), or call us on 01983 871828 and ask to speak to the Practice Manager.

### **What information do we collect:**

All personal data must be processed fairly and lawfully, whether it is received directly from you or from a third party in relation to your care.

When you register with St Helens Medical Centre, we must collect basic 'personal data' about you. This includes your name, address, contact details such as email and mobile. We may also ask you for health information, ethnicity, sex, and religious beliefs. This type of information is called 'Special data'.

We are required to do this to ensure your healthcare information is linked between other healthcare providers.

We will collect the following types of information from you or about you from a third party (provider organisation) engaged in the delivery of your care:

- 'Personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified from the data. This includes, but is not limited to name, date of birth, full postcode, address, next of kin and NHS number;

And

- 'Special category / sensitive data' such as medical history including details of appointments and contact with you, medication, emergency appointments and admissions, clinical notes, treatments, results of investigations, supportive care arrangements, social care status, race, ethnic origin, genetics and sexual orientation.

Your healthcare records contain information about your health and any treatment or care you have received previously (e.g. from an acute hospital, GP surgery, community care provider, mental health care provider, walk-in centre, social services). These records may be electronic, a paper record or a mixture of both. We use a combination of technologies and working practices to ensure that we keep your information secure and confidential.

We also receive information from other organisations that are caring for you that we hold in your record.

### **Why do we collect this information?**

The NHS Act 2006 and the Health and Social Care Act 2012 invests statutory functions on GP Practices to promote and provide the health service in England, improve quality of services, reduce inequalities, conduct research, review performance of services and deliver education and training. To do this we will need to process your information in accordance with current data protection legislation to:

- Protect your vital interests;

- Pursue our legitimate interests as a provider of medical care, particularly where the individual is a child or a vulnerable adult;
- Perform tasks in the public's interest;
- Deliver preventative medicine, medical diagnosis, medical research; and
- Manage the health and social care system and services.

**We also may use or share your information for the following purposes:**

- Looking after the health of the public
- Making sure that our services can meet patient needs in the future
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified)
- Investigating concerns, complaints, or legal claims
- Helping staff to review the care they provide to make sure it is of the highest standards
- Training and educating clinical staff
- Research approved by the Local Research Ethics Committee. You will always be asked to provide consent to take part in research
- The Practice may conduct reviews of medications prescribed to its patients. This is a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost-effective treatments.

The health care professionals who provide you with care must maintain records about your health and any treatment or care you have received previously. This maybe at another GP Surgery or at a hospital. These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both. We use several ways of working and with computerised systems this helps to ensure that your information is kept confidential and secure.

**How is the information collected?**

Your information will be collected either electronically using secure NHS Mail or a secure electronic transferred over an NHS encrypted network connection. In addition physical information will be sent to your practice. This information will be retained within your GPs electronic patient record or within your physical medical records.

**Who will we share your information with?**

In order to deliver and coordinate your health and social care, we may share information with the following organisations:

- Local GP Practices in order to deliver extended primary care services
- NHS Hospitals
- 111 and Out of Hours Service
- Local Social Services and Community Care services
- Community services such as district nurses, rehabilitation services
- Child health services that undertake routine treatment or health screening
- Care Homes
- Social Care organisations
- Independent Contractors such as dentists, opticians, pharmacists
- Ambulance Trusts
- Integrated Care Boards

- NHS England (NHSE) and NHS Digital (NHSD)
- Other 'data processors' of which you will be informed
- Police, Solicitors, Insurance Companies

Your information will only be shared if it is appropriate for the provision of your care or required to satisfy our statutory function and legal obligations.

Whilst we might share your information with the above organisations, we may also receive information from them to ensure that your medical records are kept up to date and so that your GP can provide the appropriate care.

### **How we use your information - for providing care:**

#### **Prescriptions**

Either electronically or on paper, we will send information on your prescriptions to your registered pharmacy.

#### **Referrals**

Your clinician may refer you to a service/provider outside of our organisation. With your agreement, your information may be shared with this provider via email, letter or via our clinical system.

#### **Multidisciplinary Team Meetings**

From time to time, the practice participates in multi-disciplinary team meetings with healthcare professionals from other agencies involved in a patient's care.

#### **Extended Services and Out of Hours**

We work closely with out of hours providers such as NHS 111 to ensure you have access to care outside of our core opening hours - this is so they have access to your records when needed. We also work closely with our neighbouring practices, offering services which may be run by our Primary Care Network, or GP Federation.

#### **Sample Testing**

When we undertake sample testing e.g. a blood test, they require submitting to the appropriate laboratory. When sending such sample, we will include your details such as NHS number, name and date of birth, along with some clinical details that are relevant to such test and the result/report. The laboratory will process the sample and return the results to the practice electronically via our clinical system. These results are then stored on your patient record.

#### **Medicines Management**

We work closely with our local Integrated Care Board's Medicines Optimisation Team, to ensure we are utilising the most appropriate and effective medicines. Occasionally, the team will assist with medication reviews for our patients.

#### **Heidi Health**

To help us during your visit we may be using a tool called Heidi Health. This is a smart assistant that records notes during the consultation and adds them to your record. It will let us focus our attention on you and not the paperwork. We will have all the important details recorded on your records at the time we see you.

Everything that hears and records is safe and secure. The notes are made and stored following strict rules to ensure that your information is protected. If you have any questions about, feel free to ask your doctor. If the clinician is using this tool during your consultation, you will be asked for consent prior. You have the right to withdraw your consent.

### **Sharing of Electronic Patient Records within the NHS:**

Electronic patient records are kept in most places where you receive healthcare. Our local electronic systems (such as SystmOne) enable your record to be shared with organisations involved in your direct care, such as:

- GP practices
- Community services such as district nurses, rehabilitation services, and out of hospital services.
- Child health services that undertake routine treatment or health screening
- Urgent care organisations, minor injury units or out of hours services
- Community hospitals
- Palliative care hospitals
- Care Homes
- Mental Health Trusts
- Hospitals
- Social Care organisations
- Pharmacies

### **Summary Care Record**

Your summary care record is an electronic record of your healthcare history (and other relevant personal information) held on a national healthcare records database provided and facilitated by NHS England.

This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct healthcare.

You may have the right to demand that this record is not shared with anyone who is not involved in the provision of your direct healthcare. If you wish to enquire further as to your rights in respect of not sharing information on this record then please contact our Data Protection Officer.

To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, please visit

<https://www.nhs.uk/your-nhs-data-matters/>

Note, if you do choose to opt out, you can still consent to your data being used for specific purposes. However, if you are happy with this use of information you do not need to do anything. You may however change your choice at any time.

### **Anonymised information:**

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

### **Your rights as a patient:**

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

#### **A. Access and Subject Access Requests**

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please contact us. We will provide this information free of charge, however we may in some **limited and exceptional** circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have 30 days to reply to you and give you the information that you require.

#### **Online Access**

Patients can register for SystmOne online if you wish to have online access to your medical record. However, there will be certain protocols that we have to follow in order to give you online access, including production of documents that prove your identity.

Please note that when we give you online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

#### **Correction**

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

#### **Removal**

You have the right to ask for your information to be removed, however if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal will not be possible.

#### **Objection**

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the anonymised information section in this Privacy Notice.

#### **Third parties mentioned on your medical record**

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party. Third parties can include: spouses, partners, and other family members.

#### **Legal justification for collecting and using your information**

The Law says we need a **legal basis** to handle your personal and healthcare information.

**CONTRACT:** We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.

**CONSENT:** Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

**NECESSARY CARE:** Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position not to be able to consent.

**LAW:** Sometimes the Law obliges us to provide your information to an organisation.

### **How long we keep your personal information:**

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice.

### **If English is not your first language:**

If English is not your first language you can request a translation of this Privacy Notice.

### **Complaints**

If you have a concern about the way we handle your personal data or have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our surgery.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire S  
K9 5AF

Phone: 0303 123 1113

<https://ico.org.uk/>

### **Our website**

The only website this Privacy Notice applies to is the Surgery's website. If you use a link to any other website from the Surgery's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

### **Cookies**

The Surgery's website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy.

### **Security**

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems, and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

### **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 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 your up to date details. This is to ensure we are sure we are actually contacting you and not another person.

### **Where to find our privacy notice**

You may find a copy of this Privacy Notice in the surgery's reception, on our website, or a copy may be provided on request.

### **Changes to our privacy notice**

We regularly review and update our Privacy Notice. This Privacy Notice was last updated May 2025.