

Cator Medical Centre

Patient Privacy Information Leaflet

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality regarding patient information. Cator Medical Centre has a duty to explain how we use any personal information collected about you.

Why Do We Collect Information About You?

The Practice keeps records about the health care and treatment that you receive. This helps to ensure that you receive the best possible care from us.

EU General Data Protection Regulation (GDPR)

The EU General Data Protection Regulations (GDPR) came into effect on 25th May 2018. They are enacted into UK law by the UK Data Protection Act (DPA) 2018. GDPR determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

GDPR sets out the key principles about processing personal data for staff and patients:-

- ✓ Data must be processed lawfully, fairly and transparently
- ✓ It must be controlled for specific, explicit and legitimate purposes
- ✓ It must be limited to what is necessary for the purposes of which it is processed
- ✓ Information must be accurate and kept up to date
- ✓ Data must be held securely
- ✓ It must only be retained for as long as is necessary for the reasons it was collected

There are stronger rights for patients regarding the information the practice holds for them which includes:-

- ✓ Being informed about how data is being used
- ✓ Patients have the right to access their own data
- ✓ Patients can ask to have incorrect information about them changed
- ✓ Patients can restrict how their data is used

Data Controller

As your registered GP Surgery we are the Data Controller for any personal information we hold about you.

What Information Do We Record & Use?

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.

The information includes personal data such as:

- names and addresses
- mobile/home telephone numbers
- personal e-mail address
- date of birth
- GP
- next of kin
- carers details

and sensitive data/ details about your care such as:

- appointments
- medical conditions
- medications, allergies and your consultations
- clinical details such as test results
- treatment you have received previously or from an alternative provider e.g. hospital, urgent care centre, minor injuries unit, social services, community or mental health care provider.

We maintain records about your health and the treatment you receive in both paper and electronic format.

How Information Is Collected

Your information is collected either electronically using secure NHS Mail or a secure electronic transfer over an NHS encrypted network connection. Physical information will also be sent to us. This will be retained within your electronic patient record or within your physical (paper) medical records.

Information Sharing

Good communication with other healthcare professionals involved with your care is beneficial for you. This means that if another healthcare professional or service is involved in your care, it might be appropriate for us to share information with them in order that you can receive the required care.

The Practice shares patient information for the following purposes:

Local Care Record with local hospitals - this means that healthcare professionals at the surgery and at the hospitals can view the records of treatment that you receive.

Summary Care Record – NHS England have implemented the SCR which contains information including medication you are taking.

Niche Health & Box-IT UK: We store your patient paper medical notes off-site with Box-IT UK and use a computerised system developed by Niche Health to manage the transfer of records between ourselves and the storage facility. Both these organisations are GDPR compliant.

NHS Care data: Patient information is anonymised and is shared for the purposes of research

Information for practice reporting purposes: This information is anonymised and is shared for the purposes of monitoring practice patient care targets.

There may be occasions when we need to share information with other organisations outside of the NHS (such as health & social care providers). Sometimes the law requires that we must disclose or report certain information without needing to seek your consent (such as for the investigation of serious crime, child abuse or infectious diseases that may endanger the safety of

others), but that is only done after formal authority by the Courts or by a qualified health professional. Unless there are exceptional circumstances such as these, we will not disclose your information to third parties without your permission.

Withdrawing your Consent to Information Sharing

You have the right to request that your confidential information is not used beyond your own care and treatment by refusing or withdrawing your consent to information sharing at any time. You can withdraw your consent for data sharing with the Summary Care Record, Local Care Record and NHS Care data.

If you choose to prohibit your information from being disclosed to other health professionals involved in providing care, it might mean that the care that can be provided is limited and, in some rare circumstances, that it is not possible to offer certain treatment options. However if you wish to opt-out of any information sharing mentioned above please contact the practice for the relevant opt-out form.

In order to manage and plan services within the NHS we may need to share some of the information held about you and your care, in an anonymous format that cannot identify you. Anonymous information is not used to make any decisions about the treatment or care that you receive directly from the service caring for you.

Access to Your Records

Under GDPR, patients have the right to access and view the personal information that we hold about you, and to have it amended should it be inaccurate (however this right does not extend to altering medical diagnosis, medical history or clinical practitioner opinion). This is known as the “right of subject access”.

If you would like to have access to all or part of your records, you can make a request in writing to the **Administration Department** at the **Practice**. You should, however, be aware that some details within your health records may be exempt from disclosure, although this will be in the interests of your wellbeing or to protect the identity of the third party.

Please note that we are required to respond to you within one calendar month from receipt of your request.

You can apply to access your medical records on-line. This also gives you the facility to request repeat medications on-line and advise us of changes to your personal information.

Changes to This Privacy Policy

This Policy is effective as of 25th May 2018 and will remain in effect except with respect to any changes in its provisions in the future. The policy will be reviewed annually but we reserve the right to update or change our Privacy Policy at any time.

Complaints/ Objections

In the event that you feel we have not complied with the current data protection legislation, you should raise your concerns in writing to the Complaints Manager at Cator Medical Centre.

If you remain dissatisfied with our response you can contact the Information Commissioner’s Office (ICO) by telephoning 01625 545700 or online at www.ico.gov.uk