

Walderslade Surgery

Practice Privacy Notice

Walderslade Surgery as Data Controller, has a legal duty to explain how we use any personal information we collect about you, how we keep it safe and confidential, how that information may be used and your rights over your information.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. This may include when you need to see another doctor, be referred to a specialist or other health and social care provider.

All health and social care professionals who provide you with your care maintain records about your health social care needs, including your previous treatment and care. These records allow them to assess your needs, decide what help or treatment is right for you and provide you with the best possible care.

Different health and care professionals involved in your care may make their own notes, so you may have care records in different parts of the NHS and social care services. We use a combination of working practices and technology to make sure that both your electronic and paper records are kept confidential and secure, this includes audit trails of who has accessed your records.

The staff at Walderslade Surgery maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, contact details, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc and any other relevant information to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

We will use information for making referrals to secondary care or other specialist health services

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP records:

These schemes are:

- NHS Trusts
- A&E and Out of Hours
- Yorkshire Ambulance Service
- Hospice
- General Practitioners (GPs)
- 'Data Processors' working on behalf of the NHS & Local Authorities

In addition to this there is the National Summary Care Record (SCR)

Walderslade Surgery Practice Privacy Notice

The practice may also be requested to support research; however, we will always gain your consent before sharing your information.

We are sometimes legally obliged to disclose information about patients to relevant authorities such as:

- CQC
- Public Health England
- The Health Service Ombudsman
- GMC
- Local Authorities i.e social services, police (only in matters of public interest)

In these circumstances the minimum identifiable information is disclosed and where possible data will be anonymised.

Walderslade Surgery will not release information unless we have received your explicit consent to organisations such as:

- Insurance Companies
- Solicitors
- Employers
- Police

Additionally, this practice contributes to national clinical audits such as the National Diabetes Audit and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Walderslade Surgery. This information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

How we keep your information confidential and safe

At Walderslade Surgery your NHS medical record is kept electronically on the Emis Web Clinical system hosted by Emis Health Limited. Emis Health Ltd are acting as a data processor. All information is stored on secure servers and protected by appropriate levels of security. Access is restricted to authorised personnel only.

Walderslade Surgery

Practice Privacy Notice

Data processors that support us are legally and contractually bound to operate and prove security arrangements are in place.

For purposes of GDPR, Walderslade Surgery is considered the data controller.

Ways we communicate with you

We only use the contact details you have given us.

We may contact you for a variety of reasons including:

- To offer you a new appointment or alter an existing one
- To send you a reminder of an existing appointment
- To arrange for transport to be provided
- To ask your opinion about our services
- To tell you about other health and social care services (such as flu jabs or other public health/national campaigns)

Our standard way to contact you is by letter, telephone, emails, SMS text messaging and where appropriate social media. If you do not wish to be contacted by any of these other methods please inform a member of staff at Walderslade Surgery.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you. You can sign up to have secure online access to your medical records. Please ask at reception for further information. Furthermore, should you identify any inaccuracies you have a right to have the inaccurate data corrected.

Opt-outs

For more information about your data rights please visit the Your Data Matters campaign at www.ico.org.uk

You have a right to object to your information being shared. Should you wish to opt out of data collection, this is done online via the national data opt-out programme.

To find out more visit: www.nhs.uk/your-nhs-data-matters or call 0300 303 5678.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be held at the Practice whilst you are a registered patient and will be retained by PCSE (Primary Care Support England) for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

Walderslade Surgery Practice Privacy Notice

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, or require further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please contact the surgery or write to the 'Data Controller' at Walderslade Surgery, High Croft, Hoyland, Barnsley S74 9AF.

The Data Protection Officer (DPO) for Walderslade Surgery is:
Paul Couldrey from PCIG Consulting Ltd.

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO.

The Information Commissioner
Wycliffe House
Water Lane
Cheshire SK9 5AF
Telephone: 0845 630 6060

For further details, visit www.ico.org.uk and select 'Raising a concern'.

Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes.