

PRIVACY NOTICE FOR STAG MEDICAL CENTRE & ROSE COURT SURGERY

How we use your personal information

This fair processing notice explains why the GP practice collects information about you and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice hold about you may include the following information;

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc
- Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided. Processing data is done on a legal basis (Articles 6(1)(e) and 9(2)(h) General Data Protection Regulation 2018).

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

(for medical research the lawful basis and special category condition are Article 6(1)(e), for the performance of a task carried out in the public interest ... and Article 9(2)(j) .. research purposes)

Under the powers of the Health and Social Care Act 2015, NHS Digital can request personal confidential data from GP Practices without seeking patient consent, as a legal requirement. The lawful basis and special category condition for this is 'for compliance with a legal obligation .. 'Article 6(1)(c) and Article 9(2)(h)' ... management of health or social care systems.

Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by Dr Foster Intelligence, and is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services.

Please note that you have the right to opt out of your data being used in this way.

Med Management

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided to practices within Rotherham through Rotherham Clinical Commissioning Group.

Safeguarding

To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in some limited circumstances where it is legally required for the safety of the individuals concerned.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998
- General Data Protection Regulation 2018
- Human Rights Act
- Common Law Duty of Confidentiality
- NHS Codes of Confidentiality and Information Security
- Health and Social Care Act 2015
- Information: To Share or Not to Share Review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

Data Retention

We will approach the management of patient records in line with the Records Management NHS Code of Practice for Health and Social Care which sets the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England, based on current legal requirements and professional best practice.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units

- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required. As a patient you have the right to withdraw your consent at any time. To do this, you will need to contact the Practice informing us of this. You also have the right to have any mistakes or errors corrected.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

Access to personal information

Under the new General Data Protection Regulation (GDPR) 2018, everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions.

- In most cases, patients must be given access to their medical records free of charge, including when a patient authorises access by a third party such as a solicitor. A 'reasonable fee' can be charged if the request is manifestly unfounded or excessive, however these circumstances are likely to be rare.
- We are required to respond to you within 1 calendar month, but can extend the period by a further 2 months where requests are complex or numerous. If this is the case, we will contact you informing you of this with an explanation as to why this is necessary.
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

Objections / Complaints

Should you have any concerns about how your information is managed at the Practice, please contact the Practice Manager. If you are still unhappy following a review by the Practice, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

Call Recording (per ICO guidance)

All calls to and from the surgery are recorded and kept securely. These are retained for training, resolution of disputes and service improvement.

Cookies

The Practice website contains information about the cookies used by the website. This page also provides details of how to block cookies if required. Please follow link below for information

<https://www.stagmedicalcentre.co.uk/Cookies>

Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth, telephone numbers are incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

Notification

Stag Medical Centre is registered with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

We are a registered Data Controller and this information is publicly available on the Information Commissioners Office website www.ico.org.uk

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:

Stag Medical Centre, 162 Wickersley Road, Rotherham S60 4JW

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). www.ico.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745

Further Information

<https://www.england.nhs.uk/contact-us/privacy/privacy-notice/your-information/>

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

<http://content.digital.nhs.uk/article/4963/What-we-collect>

<http://www.ico.org.uk>

Reviews of and Changes to our Fair Processing Notice

We will keep our Fair Processing Notice under regular review. This notice was last reviewed following General Data Protection Regulation 2018 (GDPR) implementation in May 2018.