

# Handsworth Medical Practice

## PRIVACY NOTICE

### **Background**

The General Data Protection Regulation (GDPR) came in to force on 25 May 2018, superseding the Data Protection Act (1998). Being transparent and providing assessable information to patients about how we use your information is a key element of the Data Protection Act 2018 and GDPR.

Under the terms of the GDPR, a Privacy Notice is required to explain to patients what personal data is held about them and how it is collected and processed.

### **Information provided by you**

You provide us with personal data on your registration form when you register with the Practice, via online registration for prescription services, by email, via our Practice website and over the telephone. This information includes name, address, date of birth, landline phone number, mobile phone number, email address, clinical and health information.

We may also keep information contained in any correspondence or conversations you may have with us.

### **Information collected from other sources**

By registering with the Practice, you consent to your medical history from your previous Practice(s) being sent to the Practice. The provision of this information is essential in order that we can deliver personal care and medical treatment.

We often obtain information from hospitals, community clinics, pharmacies and other medical practitioners to whom you will already have submitted your personal data.

### **How we use your information**

Handsworth Medical Practice manages patient information in accordance with existing laws and with guidance from organisations that govern the provision of healthcare in England such as the Department of Health and the General Medical Council.

We are committed to protecting your privacy and will only use information collected lawfully.

As data controllers, GPs have fair processing responsibilities. In practice, this means ensuring that your personal confidential data (PCD) is handled clearly and transparently, and in a reasonably expected way.

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

NHS health records may be processed electronically, on paper or a mixture of both; a combination of working practices and technology are used to ensure that your information is kept confidential and secure. Records held by this GP practice may include the following information:

- Details about you, such as address and next of kin
- Any contact the practice has had with you, including appointments (emergency / scheduled), clinic visits, etc.
- Notes and reports about your health
- Details about treatment and care received
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you

The practice collects and holds data for the sole purpose of providing healthcare services to our patients and we will ensure that the information is kept confidential. However, we can disclose personal information if:

- It is required by law
- You provide consent – either implicitly or for the sake of your own care, or explicitly for other purposes
- It is justified to be in the public interest

Some of this information will be held centrally and used for statistical purposes. Where we hold data centrally, we take strict and secure measures to ensure that individual patients cannot be identified.

Information may be used for **clinical audit** purposes to monitor the quality of service provided, and may be held centrally and used for statistical purposes. Where we do this we ensure that patient records cannot be identified.

Sometimes your information may be requested to be used for **clinical research** purposes – the practice will always endeavour to gain your consent before releasing the information.

With your written or verbal consent, we will share information about you with a carer.

Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care. Patients can choose to withdraw their consent to their data being used in this way.

A patient can object to their personal information being shared with other health care providers but if this limits the treatment that you can receive then the doctor will explain this to you at the time.

## **Covid-19**

Due to the unprecedented challenges that the NHS and we, Handsworth Medical Practice, face due to the worldwide COVID-19 pandemic, there is a greater need for public bodies to require additional collection and sharing of personal data to protect against serious threats to public health.

In order to look after your healthcare needs in the most efficient way we may therefore need to share your personal information, including medical records, with staff from other GP Practices including Practices within our Primary Care Network, as well as other health organisations (i.e. Clinical Commissioning Groups, Commissioning Support Units, Local authorities etc.) and bodies engaged in disease surveillance for the purposes of research,

protecting public health, providing healthcare services to the public and monitoring and managing the Covid-19 outbreak and incidents of exposure.

The Secretary of State has served notice under Regulation 3(4) of the Health Service (Control of Patient Information) Regulations 2002 (COPI) to require organisations to process confidential patient information in the manner set out below for purposes set out in Regulation 3(1) of COPI.

### **Purpose of this Notice**

The purpose of this Notice is to require organisations such as Handsworth Medical Practice to process confidential patient information for the purposes set out in Regulation 3(1) of COPI to support the Secretary of State's response to Covid-19 (Covid-19 Purpose).

"Processing" for these purposes is defined in Regulation 3(2) and includes dissemination of confidential patient information to persons and organisations permitted to process confidential patient information under Regulation 3(3) of COPI. This Notice is necessary to require organisations such as Handsworth Medical Practice to lawfully and efficiently process confidential patient information as set out in Regulation 3(2) of COPI for purposes defined in regulation 3(1), for the purposes of research, protecting public health, providing healthcare services to the public and monitoring and managing the Covid-19 outbreak and incidents of exposure.

### **Requirement to Process Confidential Patient Information**

The Secretary of State has served notice to recipients under Regulation 3(4) that requires us to process confidential patient information, including disseminating to a person or organisation permitted to process confidential patient information under Regulation 3(3) of COPI.

We only required to process such confidential patient information:

- where the confidential patient information to be processed is required for a Covid-19 Purpose and will be processed solely for that Covid-19 Purpose in accordance with Regulation 7 of COPI
- from 20th March 2020 until 31<sup>st</sup> March 2022.

### **Covid-19 Purpose.**

A Covid-19 Purpose includes but is not limited to the following:

- understanding Covid-19 and risks to public health, trends in Covid-19 and such risks, and controlling and preventing the spread of Covid-19 and such risks
- identifying and understanding information about patients or potential patients with or at risk of Covid-19, information about incidents of patient exposure to Covid-19 and the management of patients with or at risk of Covid-19 including: locating, contacting, screening, flagging and monitoring such patients and collecting information about and providing services in relation to testing, diagnosis, self-isolation, fitness to work, treatment, medical and social interventions and recovery from Covid-19
- understanding information about patient access to health services and adult social care services and the need for wider care of patients and vulnerable groups as a direct or indirect result of Covid-19 and the availability and capacity of those services or that care
- monitoring and managing the response to Covid-19 by health and social care bodies and the Government including providing information to the public about Covid-19 and its effectiveness and information about capacity, medicines, equipment, supplies, services and the workforce within the health services and adult social care services
- delivering services to patients, clinicians, the health services and adult social care services workforce and the public about and in connection with Covid-19, including the provision of information, fit notes and the provision of health care and adult social care services
- research and planning in relation to Covid-19.

### **Mobile Telephone**

If you provide us with your mobile phone number we may use this to send you reminders about any appointments or other health screening information being carried out. Please let us know if you do not wish to receive reminders, etc. on your mobile phone.

### **Telephone Calls**

Telephone calls the Practice are recorded for training and quality control purposes. The calls are stored securely. We keep recorded calls for a 6 month period, the calls are then deleted.

### **Practice Website**

Our website uses cookies to optimise your experience. This information is only used to remember your details and is never passed to any third party (cookies must be enabled for this to work). You have the option to decline the use of cookies on your first visit to the website.

### **Medicines Management**

The Practice may conduct Medicines Management Reviews of medications prescribed to it's 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 may be provided directly by the Practice or by members of Sheffield CCG Medicines Management Team.

### **Risk Stratification**

Risk stratification is a process for identifying and managing patients who are at high risk of requiring emergency or urgent care. Typically this is because patients have a long term condition such as COPD, Cancer or another medical condition which is at risk of sudden worsening. NHS England (the national Commissioning Board) encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to provide care plans and planned care with the aim to prevent avoidable admissions or other emergency care.

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 provided by Sheffield CCG as the data processor and is provided back in an identifiable form to your GP or member of your care team as data controller.

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 Risk Stratification.

Should you have any concerns about how your information is managed, or wish to opt out of any data collection at the practice, please contact the Practice, or your healthcare professional to discuss how the disclosure of your personal information can be limited.

Patients have the right to change their minds and reverse a previous decision. Please contact the Practice, if you change your mind regarding any previous choice.

### **How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information collected lawfully.

All of our staff and contractors receive appropriate and regular training to ensure they are

aware of their personal responsibilities and have legal and contractual obligations to uphold confidentiality, enforceable through disciplinary procedures. Only a limited number of authorised staff have access to personal information where it is appropriate to their role and is strictly on a need-to-know basis.

We maintain our duty of confidentiality to you at all times. 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), or where the law requires information to be passed on.

### **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, which includes Sheffield CCG
- Specialist Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- 111 and Out of Hours Service
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Hospitals
- Police

### **Access to personal information**

You have the right to access/view information the Practice holds about you, and to have it amended or removed should it be inaccurate.

If you would like to have access to your records, please contact the Practice and complete an 'Access to Health Records' form. Alternatively please contact the Practice Manager. There may sometimes be a charge for this service, but usually this information is provided free of charge. Any changes to this notice will be published on our website and on the Practice notice board.

### **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 is 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.

### **Who is the Data Controller?**

The Data Controller, responsible for keeping your information secure and confidential is Handsworth Medical Practice. Any changes to this notice will be published on our website and displayed in prominent notices in the surgery.

## **Responsible Individuals**

Data Protection Officer – Caroline Million C M Associates, Caldecott Guardian – Nicola Harrison, Information Governance Lead – Dr Afzal Shaikh Handsworth Medical Practice

## **Questions and queries**

If you have any questions or queries which this privacy policy has not addressed, or if you have any concerns about how we use the personal information we hold, please write to the Nicola Harrison Practice Manager, 432 Handsworth Road, Sheffield, S13 9BZ

## **Complaints**

If you have a complaint regarding the use of your personal information, please write to the Nicola Harrison Practice Manager, 432 Handsworth Road, Sheffield, S13 9BZ

If you remain dissatisfied with our response you can contact:

Complaints Team, NHS England, PO Box 16738, Redditch, B97 9PT. Tel. 0300 3112233.  
Email. [contactus@nhs.net](mailto:contactus@nhs.net)

## **Further information**

Further information about the way in which the NHS uses personal information and your rights in that respect can be found in:

- The NHS Care Record Guarantee :  
<http://www.nigb.nhs.uk/pubs/nhscrg.pdf>
- The NHS Constitution :  
<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>
- NHS Digital's Guide to Confidentiality in Health & Social Care gives more information on the rules around information sharing:  
<http://content.digital.nhs.uk/article/4979/Assuring-information>