

Handsworth Medical Practice

PRIVACY NOTICE

Background

The General Data Protection Regulation (GDPR) comes in to force on 25 May 2018, superseding the Data Protection Act (1998).

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.

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 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 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
- Specialist Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

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. 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, Caldecott Guardian, 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 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 Practice Manager, 432 Handsworth Road, Sheffield, S13 9BZ

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>