**LOSTWITHIEL MEDICAL PRACTICE**

**PRIVACY NOTICE**

**How we use your personal information:**

This “fair processing” notice explains why our practice collects information about patients and how that information may be used.

The health care professionals who provide you with health services maintain records about your consultations and any treatment or care you have received previously, for example, NHS Trust, another surgery, walk-in-clinics, etc. These records help us 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 practice holds 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 with you, such as appointments, clinic visits, emergency

appointments, etc.

• Notes and reports about your health

• Details about your treatment and medications

• Results of investigations such as laboratory tests, x-rays etc

• Relevant information from other health professionals, relatives or those who look after you

To ensure you receive the best possible medical support your records are used to facilitate the on-going 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 also be used within the practice for clinical audit to monitor the quality of the service provided.

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 any information for this purpose.

**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 practice. A “risk score” is then arrived at through an analysis of your anonymised information using software managed by sources approved by NHS England. The data is only provided back to the GP as “data controller” in an identifiable form and no-one else.

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 at any time or, indeed, opt back in at any future date should you so wish.

**Medicine management:**

The practice may conduct 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 the Kernow Clinical Commissioning Group and, again, the information is anonymised.

**How 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

• Human Rights Act 1998

• Common Law Duty of Confidentiality

• Health and Social Care Act 2012

• NHS Codes of Confidentiality, Information Security and Records Management

• Information: To Share or Not to Share Review

* General Data Protection Regulations coming into force from 25.5.18

Each and 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/appropriate permission depending on their role.

Your information will not be disclosed to any third party without your express permission unless there are exceptional circumstances, for example life or death situations where the law requires such information to be passed on and/or in accordance with the new information data sharing principle after the Dame Fiona Caldicott’s review. This is with regard to “share or not to share personal information”, that is to say 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.

**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/Foundation Trusts

• General practitioners

• 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. 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:**

You have a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate.

In order to request this, you need to do the following:

• Your request must be made in writing to the GP - for information from the hospital you

should write direct to the hospital

• There may be a charge to have a printed copy of the information held about you

• We are required to respond to your request within 40 days

• 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; you will also need to bring to the practice two forms of identity such as

a passport, driving licence and/or a household bill

**Objections/Complaints:**

Should you have any concerns about how your information is managed by the practice, please contact the practice manager in the first instance. If you are still unhappy following this you can write to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)) to make a formal complaint.

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.

It is important that you tell the person treating you of any personal details, such as name or address, that may have changed or any details held that are incorrect so that your records can be amended. It is the responsibility of the patient to inform the practice and hospital of any such changes at the earliest opportunity.

**Notification:**

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This practice is registered with the Information Commissioners Office (ICO) and details are available on their website [www.ico.org.uk](http://www.ico.org.uk)

**Who is the Data Controller:**

The Data Controller, responsible for keeping your information secure and confidential is Lostwithiel Medical Practice, North Street, Lostwithiel, Cornwall, PL22 0EF

**Complaints:**

Should you have any concerns about how your information is managed by the practice please contact the practice manager at the address above.

If you are still unhappy following a review by the Practice you can then complain to the ICO at [**www.ico.org.uk**](http://www.ico.org.uk) by e-mail to [casework@ico.org.uk](mailto:casework@ico.org.uk), by telephone 0303-123 1113 (local rate) or 01625-545 745

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