

## PRIVACY NOTICE

Hindon Surgery aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

### **What information do we collect from you?**

GP records are stored electronically and on paper and include personal details about you such as your address, carers, legal representatives, emergency contact details, as well as: Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments and phone calls  
Notes and reports about your health  
Details about your treatment and care  
Details of any medication you are taking  
Results of investigations such as laboratory tests, x-rays  
Relevant information from other health professionals, relatives or those who care for you

### **Why do we collect this information?**

Your records are used to ensure you receive the best possible care from our nurses and doctors. It enables the staff to see previous treatments, and medications and enables them to make informed decisions about your care.

Important information is also collected to help us to remind you about specific treatment which you might need, such as health checks, or reminders for screening appointments such as cytology reminders.

Information held about you may be used to help protect the health of the public and to help us to improve NHS services. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

### **Who MIGHT we share your information with?**

There are a number of ways information collected about you is shared, which includes:  
Patient referrals

With your agreement, your GP or Nurse may refer you to other services and healthcare providers not provided by the practice. Once you have been seen by the other health care provider, they will tell us about the treatment they have provided for you and any follow up which the GPs need to provide. This information will be included in your GP record.

### Local Hospital, Community or Social Care Services

Sometimes the clinicians caring for you need to share some of your information with others who are also supporting you. This could include hospital or community based specialists, nurses, health visitors, therapists or social care services.

### Summary Care Record (SCR)

A Summary Care Record is an electronic summary of important patient information, created from the full medical record. It includes medication you are taking, any allergies you suffer from and any bad reactions to medications you have previously had. It can be seen and used

by authorised staff in other areas of the health and care system involved in your direct care. Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed. Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly. If you and your GP decide to include more information it can be added to the Summary Care Record, but only with your express permission. For more information visit <https://digital.nhs.uk/summary-care-records/patients>

### National Services

There are some national services like the National Cancer Screening Programme that collect and keep information from across the NHS. This is how the NHS knows when to contact you about services like cervical, breast or bowel cancer screening. Often you have the right not to allow these organisations to have your information. You can find out more about how the NHS holds and shares your information for national programmes on the NHS Choices website.

### Other NHS organisations

Sometimes the practice shares information with other organisations that do not directly treat you, for example, Clinical Commissioning Groups. Normally, it will not be possible to identify you from this information. This information is used to plan and improve services. The information collected includes data such as the area patients live, age, gender, ethnicity, language preference, country of birth and religion. The CCG also collects information about whether patients have long term conditions such as diabetes, high blood pressure, cholesterol levels and medication. However, this information is anonymous and does not include anything written as notes by the GP and cannot be linked to you.

### **Local Data Sharing Agreements**

The practice has two data sharing agreements in place, with Wilton Community Team and Old Orchard Surgery in Fovant. The agreements cover:

Wilton Community Team - nurses, physiotherapists and occupational therapists) can access records for patients who have recently been discharged from hospital, or who are housebound.

Fovant Surgery – Hindon patients can be seen and treated by Fovant GPs on Tuesday afternoons when the surgery is closed. The agreement allows a GP in Fovant to access the GP record securely, and notes from the consultation can be written into the record.

### **How long do we keep your information?**

Health and social care records are subject to a nationally agreed code of practice which regulates the minimum period for which records must be kept. A GP record should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union. Electronic patient records must not be destroyed or deleted for the foreseeable future. For more information, see the records management code of practice at <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>.

### **How do we keep your information safe?**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security. Everyone working in, or for, the NHS must use personal information in a secure and confidential way. We use encryption for sending electronic information and if we are sending your information in the post we use the special delivery service for sensitive medical information.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

### **How can I access the information you hold about me?**

You have a right under the Data Protection laws to apply for access to your health records. You can view your own health record, change how your record is accessed, and view an audit trail of who has accessed your record by using the SystmOnline patient portal. Alternatively, you can make a request in writing and we will respond within a month. You will be required to provide ID before any information is released to you. You will need to give adequate information (for example full name, address, date of birth NHS number etc);

If you think that anything in your record is factually inaccurate or incorrect, or would like any further detail about your information rights under the General Data Protection Regulation, please inform us.

### **Have inaccuracies corrected or erased**

If you feel that the personal data that the practice holds about you is inaccurate or incomplete then please let us know and we will update your records within one month of notification. If this incorrect information has been sent onwards, we will also inform any other organisations of this. If it is not possible to correct the information then we will write to you to let you know the reason behind the decision and inform you how you can complain about this.

### **Right to object - restrict processing**

As a patient, you have the right to object to personal data about you being used or shared. We will always listen to your concerns and endeavour to manage them to your satisfaction, however we have to balance your concerns with our ability to provide you with safe and effective care.

If you are a carer and have a Lasting Power of Attorney for health and welfare then you can also object to personal data being used or shared on behalf of the patient who lacks capacity.

If you have parental responsibility and your child is not able to make an informed decision for themselves, then you can make a decision about information sharing on behalf of your child. If your child is competent then this must be their decision.

**Further information**

If you have any questions about how we handle your information, please contact our Data Protection Officer, Jason Roberts at [wccg.DPO.hindonsurgery@nhs.net](mailto:wccg.DPO.hindonsurgery@nhs.net) or call 0300 111 6432.

**Objections / Complaints**

Should you have any concerns about how your information is managed at the practice, please contact Dr Sally Hayes. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website: [www.ico.gov.uk](http://www.ico.gov.uk).