**How We Use Your Data**

The Medical Centre has a legal duty to explain how we use any personal information we collect about you as a registered patient. All staff at the Medical Centre maintain records about your health and the treatment you receive in both electronic and paper format.

Every staff member who works for an NHS organisation has a legal obligation to maintain the confidentiality of patient information.

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.

**What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

**How we will use your information**

Your records are used to guide professionals in the care you receive to ensure that:

• Your doctor, nurse or any other healthcare professional involved in your care has accurate and up to date information to assess your health and decide what care you need.

• Full information is available if you see another doctor or are referred to a specialist or another part of the NHS.

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases when the law allows.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by qualified health professionals. Occasions when we must pass on information include:

• Notifications of new births

• Where we encounter infectious diseases which may endanger the safety of others such as meningitis or measles (but not HIV / AIDS).

• Where a formal court order has been used.

Our guiding principle is that we are holding your records in strict confidence.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

**Summary Care Record**

A Summary Care Record is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Having this information stored in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed.

**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 England

• 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’

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share information about you. The surgery only ever uses or passes on information about you if people have a genuine need for it in your interest.

We share clinical information about you with our colleagues in secondary care — by this we mean the hospitals that might treat you. So, if we refer you to see a consultant we will include details about you and your past medical history, as well as why we are sending you to see someone. Anyone who receives information from us is also under a legal duty to keep it confidential. Your relatives, carers or friends can only be kept up to date with your medical history or treatment if you consent for this to happen. Children under the age of 16 are usually classed as minors and therefore information regarding their care is shared with their parents, unless they are thought to be able to understand their own treatment and condition.

**Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner’s Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). SAR forms can be printed from the website or please ask at reception.

**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 other medical condition at risk of sudden worsening. NHS England 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.

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.

**Invoice Validation**

If you have received treatment within the NHS your personal information may be shared within a strictly monitored, secure and confidential environment in order to determine which Clinical Commissioning Group or Health Authority should pay for the treatment or procedure you have received.

Information such as your name, address and date of treatment may be passed on to enable the billing process - these details are held in a secure environment and kept confidential. This information will only be used to validate invoices, and will not be shared for any further commissioning purposes.

**Opt-outs**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

**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.

**Retention periods**

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

**What to do if you have any questions**

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice’s data controller via email at cranwell.medical@nhs.net - GP practices are data controllers for the data they hold about their patients
2. Write to the data controller at The Medical Centre, Cranwell Road, Driffield, YO25 6UH
3. Ask to speak to the practice manager Elizabeth Dalton, or her deputy Sarah Waters.

The Data Protection Officer (DPO) for the Medical Centre is Elizabeth Dalton.

**Complaints**

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select ‘Raising a concern’.

**Changes to our privacy policy**

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed in June 2019.