

## **PRIVACY NOTICE**

### **Binfield Road Surgery**

This privacy notice explains why Binfield Road Surgery collects information about you, how we keep it safe and confidential and how that information may be used.

#### **Why we collect information about you**

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and information such as outcomes of needs assessments.

#### **Details we collect about you**

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

Records which we may hold about you may include the following:

- Details about you, such as your address and next of kin, emergency contacts
- Your home telephone number, mobile phone number, email address
- Any contact the surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments, etc.
- Notes and reports about your health, treatment and care
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you

#### **How we keep your information confidential and safe**

Your NHS health records are mainly kept electronically. Our GP records database is hosted by EMIS Health, who is acting as a data processor, and all information is stored on their secure servers in Leeds, is protected by appropriate security, and access is restricted to authorised personnel. We also make sure that data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed. If some of your older NHS health records are in paper format, they are kept securely within our Surgery.

We only email you, or use your mobile number to text you, regarding matters of medical care, such as appointment reminders and (if appropriate) test results. *Unless you have separately given us your explicit consent*, we will not email you for non-medical matters (such as surgery newsletters and other information).

We maintain our duty of confidentiality to you always. 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.

### **How we use information about you**

Confidential patient data will be shared within the healthcare team at the practice, including nursing staff, administrative staff and receptionists, and with other healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Details of who is authorised to access your GP record can be found on our website, or in our “Your Medical Records” booklet in the surgery.

#### *Data Processors*

Binfield Road Surgery uses data processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients. Details of these data processors can be found on our website or in our “Your Medical Records” booklet in the surgery.

#### *Referrals for specific health care purposes*

We sometimes provide your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way. These include:

- Referrals for home oxygen services (“HOOF”)
- Referrals for Diabetes dietary advice (“DESMOND”)
- Referrals for Diabetes Eye Screening (DRS)
- Referrals for Prediabetes advice (“Healthier You”)

#### *Data Sharing Schemes*

Several data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise. These schemes include:

- The National Summary Care Record (SCR)
- EMIS Web data streaming (A&E and GP out of hours)
- Remote Consultations (GP out of hours)
- Aداstra Web Access (GP out of hours)
- IBIS (Ambulance service)

Details of these schemes, and of your right to opt-out of any or all of them, can be found on our web site or in our “Your Medical Records” booklet in the surgery.

#### *Mandatory disclosures of information*

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed.

That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if possible before disclosure if this would serve the purpose for which the data is required.

Organisations that we are sometimes obliged to release information to include:

- NHS Digital (e.g. the National Diabetes Audit)
- CQC
- Lambeth CCG
- Lambeth GP Federations
- DVLA
- GMC
- HMRC
- NHS Counter Fraud
- Police
- The Courts
- Public Health England
- Local Authorities (Social Services)
- The Health Service Ombudsman

#### *Permissive disclosures of information*

Only with your explicit consent, Binfield Road Surgery can release information about you, from your GP record, to relevant organisations. These may include:

- Your employer
- Insurance companies
- Solicitors
- Local Authorities
- Police

#### *Accessing your information on other databases*

Binfield Road Surgery can access certain medical information about you, when relevant or necessary, that is held on other databases (i.e. under the control of another data controller). These include Guy's and St Thomas' NHS Foundation Trust and King's College Hospital NHS Foundation Trust databases and NHS Digital's Open Exeter database. Accessing such information would only be for your direct medical care.

#### *Research*

Binfield Road Surgery is involved with the Clinical Practice Research Database (CPRD) and sometimes undertakes accredited research projects.

#### **Your right to opt-out of sharing your information**

You have the right to opt-out (or object) to ways in which your information is shared, both for direct medical care purposes (such as the national NHS data sharing schemes), i.e. *primary uses* of your information, or for purposes other than your direct medical care – so-called *secondary uses*. Details of these purposes, and how you can opt out, can be found on our website or in our "Your Medical Records" booklet in the surgery.

## Accessing your own medical information

You have the right to access your own GP record. You will also be able to sign up to have secure online access to your electronic GP record soon. Details of how to do this can be found on our web site or in our "Your Medical Records" booklet in the surgery.

## 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. We are registered as a data controller and our registration can be viewed online in the public register at:

[http://ico.org.uk/what\\_we\\_cover/register\\_of\\_data\\_controllers](http://ico.org.uk/what_we_cover/register_of_data_controllers)

## Complaints

If you have concerns or are unhappy about any of our services, please contact our Practice Manager. Details of how to make a complaint are on our website, or available in the surgery.

For independent advice about data protection, privacy, and data sharing issues, you can contact:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 08456 30 60 60  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

## Further Information

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact the surgery's Caldicott Guardian / Information Governance lead: **Dr Neil Vass**