

The Waterloo Practice

PATIENT PRIVACY NOTICE

General Data Protection Regulation (GDPR) 2018

How we use your personal information

This fair processing notice explains why we collect information about you and how that information may be used. The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help 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 had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your 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

To ensure you receive the best possible care, your records are used to facilitate the 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 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 the information for this purpose.

How do we maintain the confidentiality of your records?

Your GP NHS health records are kept electronically. Our GP records database (SystemOne) is hosted by TTP, a UK based IT company which is acting as a data processor, and all information is stored securely, is protected by appropriate security, and access is restricted to authorised personnel.

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
- General Data Protection Regulations 2018
- Information: To Share or Not to Share Review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

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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), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) 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.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with other health, social care, legal and statutorily governed organisations. These include;

- NHS Trusts / Foundation Trusts
- GPs
- 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
- Public Health England
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- DVLA

You will be informed of whom your data will be shared with and in some cases asked for explicit consent for this to 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 Data Controller – for information from the hospital you should write direct to them
- There may not be a charge to have a printed copy of the information held about you
- We are required to respond to you within one calendar month
- 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.

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- You will need to be as specific as possible in your request for information to ensure it is not excessive

Objections / Complaints

Should you have any concerns about how your information is managed at the surgery, please contact the Practice Manager. If you are still unhappy following a review by the practice, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

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.

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 information is publicly available on the Information Commissioners Office website www.ico.org.uk. The Practice is registered with the Information Commissioners Office (ICO).

National Data Opt-out

Our practice is compliant with the National Data Opt-out – this means that if you choose to opt-out, your data will not be used for research or planning in the NHS. You can set your own choice <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>
The Data

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is:
Dr Farooq Hameed.

Who is the Data Protection Officer?

The Data Protection Officer who is the first point of contact for all data protection matters is
Mrs B A Collinge

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:
The Waterloo Practice, Waterloo Health Centre, Wakefield Road, Waterloo, Huddersfield HD5 9XP

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). **www.ico.org.uk**, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 700

PATIENT PRIVACY NOTICE

GP Connect Appointment Management and Clinical Record Access within Integrated Urgent Care Service NHS 111, Yorkshire Ambulance Service

What it is

We have agreed with NHS 111 that when you telephone them for medical advice the NHS111 clinician who speaks with you will be able to see a view of your GP health records if you give your permission for them to view it at the time of the call. At the end of the call should you require an appointment at our Practice then the NHS 111 call handler or clinician will be able to immediately book you an appointment at the Practice.

Data Controller The Waterloo Practice

Purpose

Having access to your health record will mean NHS 111 clinicians will have a greater understanding of your medical history and health needs so that they can choose a course of action that is right for you. This may include booking a GP appointment directly with our practice which will save you a call to the practice to organise this.

Lawful basis

The legal basis for processing your personal information under the General Data Protection regulation is

Article 6(1)(e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller and

Article 9 (2)(h) Processing is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health and social care systems and services on the basis of Union or Member State law or a contract with a health professional.

Type of information used

Information that identifies you such as your name, address and date of birth along with your medical history.

Who we will share the information with (recipients)

Your GP health record will only be seen by the NHS111 clinician who you speak with. The NHS 111 call handler is able to book you an appointment at the Practice but they will not be able to see your GP health record.

How we collect (the source) and use the information

Information recorded by the NHS111 team will be sent electronically to the practice and recorded in your GP health record.

How long will we keep the information

The NHS111 clinician can only see a view of the GP health record. Their record of contact with you is kept by us in line with the Records Management Code of Practice for Health and Social Care 2016 retention schedule. This sets out that GP patient records should be retained for the life of the patient plus at least 10 years after death.

Also see the leaflet: **How We Use Your Personal Information**