

You have the right

- You have the right to confidentiality under the Data Protection Act 1998 (DPA), The General Data Protection Regulations 2018, the Human Rights Act 1998 and the common law duty of confidentiality.
- You also have the right to ask for a copy of your records to enable you to verify the lawfulness of the processing of data held about you – Please write to the Practice FAO Data Controller at the normal surgery address detailing the information you require.

We have a duty to:

- Maintain full and accurate records of the care we provide to you;
- Keep records about you confidential, secure and accurate;
- Provide information in a format that is accessible to you (eg in large type if you are partially sighted).

Marketing

Your personal information will not be sold to anyone for any purpose including marketing.

If we wish to use your contact details to provide service updates or tell you about our clinics we will request your consent first.

Complaints

If you make a complaint we will need to use your personal information to investigate the complaint and may liaise with other people involved in your care and our Indemnity Insurance provider to resolve the issues with you.

Storage & Security

Every effort is made to keep your record safe; your record is stored securely both onsite in hardcopy and electronically and the electronic record is backed up externally by our system providers in secure servers.

Your computer records can only be accessed by authorised members of staff with a secure logon and all activities staff conduct while in your record are tracked.

Your paper records can only be accessed by members of staff with access to secure areas of the surgery.

All staff members with access to patient information have Confidentiality Training, Criminal Record Checks, and have signed confidentiality clauses and a contract detailing their obligations and legal charges that may be levied for improper access to data.

Everyone working for the NHS has a legal duty to keep information about you confidential.

We are registered with the ICO as Z6524764
Information Commissioner's Office
Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Tel: 0303 123 1113

The Data Controller for this Practice is Dr Farooq Hameed
The Data Protection Officer for this Practice is Nicole Siswick

How We Use Your Personal Information at

The Waterloo Practice



Updated May 2022

The purpose of this leaflet

- Why the Practice collects information about you and how it is used;
- With whom we may share information;
- Your right to see your health records;
- How we keep your records confidential.

Introduction

This Practice aims to provide you with the highest quality of Healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide.

These records may include:

- Basic details about you, such as address, date of birth, next of kin;
- Notes and reports about your health;
- Contact we have had with you such as clinical visits;
- Details and records about your treatment and care;
- Results of x-rays & laboratory tests;
- Recordings of your voice on the phone;
- Relevant information from people who care for you and know you well such as health professionals and relatives.
- Complaints you have made (*these are held separately from your medical record*).

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care.

We may also need to use records about you to:

- Check the quality of care;
- Protect the health of the general public;
- Help investigate any concerns or complaints you or your family have about your health care.

Some information will be held centrally to be used for statistical or payment purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

National Data Opt-out:

A patient has to register their choice to opt out only once, and that registration applies to all healthcare settings and organisations, not just general practice. They can do this by using one of the following:

- Online service – Patients registering need to know their NHS number or their post-code as registered at their GP practice <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>
- Telephone service **0300 303 5678** which is open Monday to Friday between 0900 and 1700
- NHS App – for use by patients aged 13 and over
- “Print and post” registration form. Photocopies of proof of applicant’s name (e.g. passport, UK driving licence etc.) and address (e.g. utility bill, payslip etc.) need to be sent with the application. It can take up to 14 days to process the form once it arrives at NHS, PO Box 884, Leeds, LS1 9TZ

Find out more at <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

We will not share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask and you give your consent;
- It is a clinical emergency;
- We have to do this by law

You ask us to do so:

For example you may request information to be shared with a Solicitors or Insurance company. You may ask us to send a letter or report to an employer, court or private provider.

We ask and you give your consent:

For example when you are referred to the hospital we ask if we can send your information to the other service.

It is clinical emergency:

There may be occasions when information may be provided in an emergency situation to other clinicians involved in your care but this will be only in a clinical emergency and we will always attempt to gain your consent before doing this.

We have to do this by law:

On rare occasions the law requires us to pass on information. This may be where you are at risk or someone you care for may be at risk of harm. When you change GP practices your record is transferred to your new practice securely.

You have the right to choose not to share certain information with certain professionals or services.