

PRIVACY NOTICE

How we use your information

Our Privacy Notice explains why we collect your information and how that information may be used.

Being transparent and providing accessible information to patients about how we will use your personal information is a key element of the Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR).

Data Controller

As your registered GP practice, we are the data controller for any personal data that we hold about you.

What information do we collect and use?

We obtain and hold data for the sole purpose of providing healthcare services to our patients and we will ensure that the information is kept confidential.

We will collect the following types of information from you or about you from a third party (provider organisation) engaged in the delivery of your care:

- 'Personal data' - this includes, but is not limited to name, date of birth, address, NHS number and next of kin;
- And**
- 'Special category / sensitive data' such as medical history including details of appointments and contact with you, medication, emergency appointments and admissions, clinical notes, treatments, results of investigations, supportive care arrangements, social care status, race, ethnic origin, genetics and sexual orientation.

Your healthcare records contain information about your health and any treatment or care you have received previously (e.g. from an acute hospital, GP surgery, community care provider, mental health care provider, walk-in centre, social services). These records may be electronic, a paper record or a mixture of both. We use a combination of technologies and working practices to ensure that we keep your information secure and confidential.

The practice will send text reminders for appointments and for health campaigns such as flu jabs. We will send information to you about the practice in the form of newsletters and other communications, such as patient surveys.

How is the information collected?

Your information will be collected either electronically using secure NHS Mail or a secure electronic transferred over an NHS encrypted network connection. In addition physical information will be sent to the practice. This information will be retained within your GP's electronic patient record or within your physical medical records.

Who will we share your information with?

In order to deliver and coordinate your health and social care, we may share information with the following organisations:

- Local GP Practices in order to deliver extended primary care services
- NHS England, Merton CCG, Merton Federation
- 111 and Out of Hours Service
- Local Social Services and Community Care services
- Voluntary Support Organisations commissioned to provide services by Merton CCG
- NHS Digital

Whilst we might share your information with the above organisations, we may also receive information from them to ensure that your medical records are kept up to date and so that your GP can provide the appropriate care.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information that has been collected lawfully. Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. We maintain our duty of confidentiality by conducting annual training and awareness, ensuring access to personal data is limited to the appropriate staff and information is only shared with organisations and individuals that have a legitimate and legal basis for access.

We will hold your information in accordance with the Records Management Code of Practice for Health and Social Care 2016.

Consent and Objections

Do I need to give my consent?

The GDPR sets a high standard for consent. Consent means offering people genuine choice and control over how their data is used. When consent is used properly, it helps you build trust and enhance your reputation. However consent is only one potential lawful basis for processing information. Therefore your GP practice may not need to seek your explicit consent for every instance of processing and sharing your information, on the condition that the processing is carried out in accordance with this notice. Your GP Practice will contact you if they are required to share your information for any other purpose which is not mentioned within this notice. Your consent will be documented within your electronic patient record.

What will happen if I withhold my consent or raise an objection?

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health Risk Screening / Risk Stratification

Risk stratification is a process that helps your GP to help you manage your health. By using selected information from your health records, a secure NHS computer system will look at any recent treatments you have had in hospital or in the surgery and any existing health conditions that you have. This will alert your doctor to the likelihood of a possible deterioration in your health

Your GP will use computer based algorithms or calculations to identify their registered patients who are at most risk, with support from the local Commissioning Support Unit and/or a third party accredited Risk Stratification provider. The risk stratification contracts are arranged by Merton CCG in accordance with the current Section 251 Agreement. Neither the CSU nor Merton CCG will at any time have access to your personal or confidential data. They will only act on behalf of your GP to organise the risk stratification service with appropriate contractual technical and security measures in place.

You have the right to object to your information being used in this way. However you should be aware that your objection may have a negative impact on the timely and proactive provision of your direct care. Please contact the Practice Manager to discuss how disclosure of your personal data can be limited.

Sharing of Electronic Patient Records within the NHS

Electronic patient records are kept in most places where you receive healthcare. Our local electronic systems - EMIS enables your record to be shared with organisations involved in your direct care, such as:

- GP practices

- Community services such as district nurses, rehabilitation services, telehealth and out of hospital services.
- Child health services that undertake routine treatment or health screening
- Urgent care organisations, minor injury units or out of hours services
- Community hospitals
- Palliative care hospitals
- Care Homes
- Mental Health Trusts
- Hospitals
- Social Care organisations
- Pharmacies

The NHS in England uses a national shared record to support safer patient care through providing authorised professionals with fast secure access to essential information about you in an urgent situation where they don't have access to your detailed record. The core summary care record covers information about your current medications, allergies you suffer from and any bad reactions to medicines that you have previously experienced. Additional details can be added but only with your consent. You may opt-out of this sharing by talking to the practice

Invoice Validation

If you have received treatment within the NHS, the local Commissioning Support Unit (CSU) may require access to your personal information to determine which Clinical Commissioning Group is responsible for payment for the treatment or procedures you have received. Information such as your name, address, date of treatment and associated treatment code may be passed onto the CSU to enable them to process the bill. These details are held in a secure environment and kept confidential.

Your Right of Access to Your Records

You are entitled to have access to your medical records. We now do this free of charge by providing patients with on-line access via our IT system's "Patient Access" utility. Please ask at reception if you wish to have the ability to access your medical records on-line. You will need to provide ID before we grant you access to your records on-line. You will be able to print your records if they are required by a third party, such as an insurance company or solicitor. Requests for access can be made in person or our website at www.tamworthhousemedicalpractice.co.uk.

You should however be aware that some details within your health records may be exempt from disclosure, however this will be in the interests of your wellbeing or to protect the identity of a third party.

Complaints

In the event that you feel the Practice has not complied with the current data protection legislation, either in responding to your request or in our general processing of your personal information, you should raise your concerns in the first instance **in writing** to the Practice Manager.

If you remain dissatisfied with our response you can contact the Information Commissioner's Office online at www.ico.org.uk

FAIR PROCESSING

This practice may supply personal health data to comply with its legal obligations from time to time, as directed by the Secretary of State for Health, or other recognised Statutory Authority.

Anonymised data on the use of fit notes is being provided to the HSCIC on behalf of Department of Health, and the Department for Work and Pensions. This will enable the Department for Work and Pensions to undertake research analysis to inform policy relating to employment and sickness absence, including evaluation of Fit for Work.

For more information, please go to the following sites:

ICO information page for the public: www.ico.org.uk/for-the-public

HSCIC information page about collections: www.hscic.gov.uk/article/4963/What-we-collect

HSCIC information pages for the public: www.hscic.gov.uk

National Data Opt Out

The national data opt-out is a new service that allows people to opt out of their confidential patient information being used for research and planning. It was introduced on 25 May 2018, providing a facility for individuals to opt-out from the use of their data for research or planning purposes. The national data opt-out replaces the previous 'type 2' opt-out, which required NHS Digital not to share a patient's confidential patient information for purposes beyond their individual care. Any patient that had a type 2 opt-out has had it automatically converted to a national data opt-out from 25 May 2018 and has received a letter giving them more information and a leaflet explaining the new national data opt-out. If a patient wants to change their choice, they can use the new service to do this. You can find out more from the practice or by clicking here <https://www.nhs.uk/your-nhs-data-matters/>

You & Type 2

We have additional processes in place for people with diabetes. As part of our diabetes service, we have introduced a new pathway that uses technology in the form of software at your practice and a smart phone app for you (the patient).

The app will take your latest results and allow the setting of goals with your healthcare professional and display this back to you in a user-friendly format. The app will also provide access to the education, digital tools and real-world social prescribing resources to enable you, the patient, to better plan and meet goals set. This should enable you to lead a healthier life.

The use of personalised video messaging will further aid you to better manage your symptoms and prevent deterioration of the disease.

There are a number of organisations involved in this project. Organisations that will have access to Personal confidential data are:

- GP practices – Controller
- Oviva – Controller
- Wandsworth CCG – Processor
- NEL CSU – Processor
- EMIS – Sub Processor
- Healum – Sub Processor
- Citizen Comms – Sub Processor

iGPR – Data Processing

The Practice uses IGPR (www.igpr.co.uk) to improve our compliance with dealing with Subject Access Requests received under the Data Protection Act. We use the software provided by them to complete redactions and subject access requests.

Accurx

We use the NHS Account Messaging Service provided by NHS England to send you messages relating to your health and care. You need to be an NHS App user to receive these messages. Further information about the service can be found at the [***privacy notice for the NHS App***](#) managed by NHS England.

General Practice Support Service (GPSS)

General Practice Support Service is a collaborative service with London Ambulance service. Any personal data used by this service will be solely for the purpose of providing specialised emergency support and facilitate same-day access to primary care services.