

WADHURST MEDICAL GROUP

GUIDE TO OUR PRACTICE

May 2018

General Practitioners:

DR. ANDREW BLACKBURN (male) – Partner of Practice

BM, BS, B.Med.Sci, Dip.Obs., DCH (Registered Nottingham 1987)

DR. CATRIONA MACIVER (female) - Partner of Practice

MBChB, MRCP, MRCP(Paed), DPD (Registered Edinburgh 1988)

DR. SARAH OAKLEY (female) – Partner of Practice

B.Sc, MBChB, DRCOG, MRCP (Registered Bristol 2009)

DR. ANDREW SIKORSKI (male) - Partner of Practice

MB, BS, MRCP, FFHom, DFFP (Registered London 1989)

SURGERIES

Main Surgery:

Belmont Surgery, St. James Square, WADHURST, East Sussex, TN5 6BJ

Appointments: 01892 783888 Fax: 01892 783989

Branch Surgery:

Ticehurst Surgery, Newington Court, Pickforde Lane, TICEHURST, East Sussex, TN5 7DJ

Appointments: 01580 200317

PRACTICE WEBSITE: www.wadhurstmedicalgroup.co.uk

EMERGENCY TELEPHONE No: WADHURST (01892) 782121

THE PRACTICE

This Group Practice covers the parishes of Wadhurst and, Ticehurst and surrounding areas. Our main surgery, Belmont Surgery, is in Wadhurst where most of the health care is provided. The GPs, nurse practitioner, practice nurses, health care assistants and most of the administrative staff are based here.

REGISTERING WITH THE PRACTICE

If you wish to register, please speak to a receptionist at your nearest surgery who will be happy to assist you. You will be asked to complete a registration form, a questionnaire and some other documents and asked to provide one form of personal identification and another document as proof of address. All patients are registered under an Allocated Named GP.

Patients who are 16 years old and over who have not been seen within the past 3 years will be given the opportunity to discuss the contents of their health questionnaire and any health concerns that they may have. Patients aged 75 and over are entitled to an annual health check and if they have not been seen within the previous 12 months can request a consultation to discuss any health issues or appropriate examinations.

NAMED ACCOUNTABLE GP

All patients, including children, are allocated a named, accountable GP, this is the GP you are registered with. New patients will be allocated and informed of their named GP when they register with the practice. Where a patient expresses a preference as to which GP they have been assigned, the practice will make reasonable efforts to accommodate this request.

If you wish to reconfirm the name of your named accountable GP please ask the receptionist when you are next in the surgery. Please note that having a named GP does not prevent you from seeing or speaking to any other GP with the practice.

ACCESS FOR THE DISABLED

There is access for the disabled at both of our surgeries.

SURGERY OPENING HOURS

Wadhurst Surgery is open Monday to Friday from 08.00 – 18.30

Appointment Line is open Monday to Friday from 08.30 – 18.30

Ticehurst Surgery is open Monday to Friday at the following times:

Monday 08.30 – 12.00 and 16.00 – 18.00

Tuesday 08.30 – 12.00 and 16.00 – 18.00

Wednesday 08.30 – 11.30 only

Thursday 08.30 – 12.00 and 16.00 – 18.00

Friday 08.30 – 12.00 and 14.00 – 16.00

Appointment Line is open as above.

APPOINTMENTS

All surgeries are by appointment. If you need to see a doctor urgently please make this clear so that an appointment can be given as soon as possible. Whenever possible, please attend the surgery where your notes are held. Please call at reception or telephone during surgery opening hours only. We aim to give patients an appointment within 48 hours to see a doctor and 24 hours to see a healthcare professional. Our ultimate objective is to always have appointments available on the day. We will still have appointments available for booking in advance.

Wadhurst: Please telephone Wadhurst (01892) 783888 during above hours, if you need an appointment.

Ticehurst: During Ticehurst opening hours, an appointment can be obtained by telephoning Ticehurst (01580) 200317.

If Ticehurst surgery is closed and you need to be seen urgently, you should contact the Wadhurst surgery.

ONLINE APPOINTMENTS

We have an online appointment booking system which is provided by Patient Access/EMIS. If you are a new patient and supply us with your email account you will automatically be enrolled for an account. If you would prefer not to be registered for this service please inform the receptionist when you bring back your new patient application forms. If you are an existing patient and would like register for an account please ask one of the Receptionists for details or download an application form from the practice website.

SMS TEXT MESSAGING SERVICE

We have the facility to send you a SMS text message to your mobile phone to confirm your pre-booked appointments at the surgery. You will also receive a reminder message 2 days before your appointment. If you would prefer us not to send you a SMS text message, please inform the receptionist.

HOME VISITS

The best care for patients is provided for patients when attending the surgery because specialist equipment is on hand, tests can be carried out more easily, etc. For this reason it is always best for a patient to attend the surgery if possible. If you request a home visit your GP may call you back to find out more about your problem before deciding to visit.

Where possible, please call **before 10.00am** if a home visit is needed. If the request is urgent please make that clear to the receptionist taking the call so that appropriate action can be taken. If you wish to speak to your doctor on the telephone, please call after 09.00am and leave a message with the receptionists and the doctor will call you back later in the day. If Ticehurst Surgery is not open please call Wadhurst Surgery on 01892 782121.

NHS 111 SERVICE / OUT OF HOURS

When the surgery is closed, if you require urgent medical advice or attention please telephone the NHS 111 service; dial 111. Patients can use this number when they need medical help or advice and it's not urgent enough to call 999. NHS 111 operates 24/7, 365 days per year and is free to use from a landline and a mobile.

NHS e-Referral Service

In line with NHS recommendations your GP will offer you a choice of hospitals if a referral to a specialist is necessary and this may be carried out through the NHS e-Referral Service when appropriate.

REPEAT PRESCRIPTIONS – allow 2 working days for this service (exc. weekends & bank holidays)

If your doctor considers it appropriate, you will be issued with a repeat prescription form. To order repeat medication, you will need to leave the repeat prescription form at your surgery. We do not accept requests for repeat prescriptions over the telephone. You will need to ensure that we receive your repeat prescription form in good time before you require your medication and we request that patients allow 2 working days for the service. At Wadhurst and Ticehurst, the prescription will automatically be sent to the local pharmacy for collection, unless you request otherwise. In all cases please allow 2 working days for this service. Alternatively, you can order your repeat prescription on line on the practice's website, see below:

ONLINE REPEAT PRESCRIPTIONS- allow 2 working days for this service (exc. weekends & bank holidays)

You can order your repeat prescription on line via Patient Access/EMIS; this service is available on the practice's website. . If you are a new patient and supply us with your email account you will automatically be enrolled for an account. If you would prefer not to be registered for this service please inform the receptionist when you bring back your new patient application forms. If you are an existing patient and would like register for an account please ask one of the Receptionists for details or download an application form from the practice website.

Please allow 2 working days for your prescriptions to be processed via this service.

ELECTRONIC PRESCRIBING SERVICE (EPS) - allow 2 working days for this service (exc. weekends & bank holidays)

We now offer an Electronic Prescribing Service (EPS) which enables prescriptions to be delivered electronically to a Pharmacy of the patient's choice, which makes the service more efficient. Please note that once you are signed up to EPS a paper prescription will not be issued normally. In some circumstances medication, like controlled drugs (e.g. temazepam, diazepam, morphine, tramadol, etc), some dressings and other items cannot be sent via EPS and a paper prescription will be produced. If you are unsure if all the items on your prescription can be sent electronically speak to your pharmacy or a receptionist in the surgery. Please ask a receptionist for a pharmacy nomination form for EPS or download a copy from our website if wish to sign up for this service.

OBTAINING URGENT MEDICAL SUPPLIES

If you require urgent medical supplies please contact the main surgery in Wadhurst.

PREFERRED METHOD OF CONTACT

We would like to record your preferred method of communication so that you can receive your health information in a format you can access and understand.

For most of us our preferred method of contact is our home number or mobile number but for example, if you are hard of hearing that may not be suitable for you.

Please let us know if you require information in a large print or easy read format, or in braille; or if you need a British Sign Language/Sign Language or Foreign Language interpreter or advocate during your appointments; or if we can support you to lip-read or use a hearing aid communication tool.

If you or someone you are caring for wishes us to contact you in another way other than by telephone, please speak to a Receptionist or the Practice Manager at your surgery. We will then record your needs by highlighting it on your medical records. Otherwise we will assume that you are happy for us to contact you via telephone and letter.

THE PRIMARY HEALTH CARE TEAM:

PRACTICE STAFF

We employ a Practice Manager, administrators, receptionists and secretaries, who have a full knowledge of the services the practice has to offer. All members of the staff are happy to assist you with any enquiries.

NURSE PRACTITIONER AND PRACTICE NURSES / GENERAL NURSING CARE

We employ a Nurse Practitioner, Practice Nurses and Health Care Assistants. The nursing team run health screening clinics and give advice, deal with minor illness, blood pressure checks, immunisations, blood tests, smoking cessation advice, contraception services, smear tests, dressings, wound care and ear syringing.

The Nurse Practitioner can assess, examine and diagnose patients for both acute and chronic medical conditions. She is able to prescribe for certain medical conditions and where appropriate refer patients for physiotherapy, x-rays and hospital rapid access clinics. This service provides a greater choice for patients when booking appointments.

HEALTH VISITORS/COMMUNITY NURSES/MIDWIFE

These members of the team are available to all our patients and are specially trained in their own field. Please ask your doctor or the receptionist for details if you require their services. They are not based at the surgery.

CARE QUALITY COMMISSION (CQC)

We are regulated by the Care Quality Commission (CQC) and subject to regular reviews. Please see the CQC website for a copy of their report of our services and our rating: www.cqc.org.uk

STATEMENT OF PURPOSE – Health & Social Care Act 2008

Care Quality Commission (Registration) Regulations 2009 Part 4

The name and address of the registered provider is:

Wadhurst Medical Group, Belmont Surgery, St James Square, Wadhurst, TN5 6BJ

CQC registration no. 1-570776431

Website Address: www.wadhurstmedicalgroup.co.uk

Registered Managers: Dr A Blackburn; Dr C Maclver; Dr A Sikorski

Regulated Activities under CQC: Diagnostic & Screening Procedures; Treatment of disease, disorder or injury; Family planning; Maternity & Midwifery services; Surgical procedures.

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement in the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy, sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in primary health care.

Our aims and objectives:

- Provide a high standard of medical care
- Be committed to our patients needs
- Treat all patients and staff with dignity, respect and honesty
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Provide safe and effective services and environment
- Maintain high quality care through continuous learning and training
- Monitor and review our healthcare services for improvements
- Improve as a patient centred service through decision making and communication
- Maintain our motivated and skilled staff
- Ensure effective and robust information governance systems
- To respect the equality and diversity of all our patients and staff

This leaflet summarises the services which we at present provide under the regulated activities of CQC.

REGULATED ACTIVITIES / CLINICS & OTHER SERVICES:

We provide general medical services and routine medical checks involving a holistic approach.

MANAGEMENT OF CHRONIC DISEASE

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis. We will endeavour to review our patients' risk of Stroke, CHD and CVD. We hold Diabetic, Asthma and Respiratory clinics throughout the year.

WELL-WOMAN CLINICS

These clinics are provided by the nurse practitioner and practice nurses. The reception staff will advise you when these take place and make you an appointment.

CERVICAL SMEAR TESTS

It is recommended that women between the ages of 25 and 49 should have a test every three years and between 50 and 64 every 5 years, unless advised differently. Patients are normally sent a notice inviting them to a screening when their next test is due. However if you feel you are due a test please call the surgery to check and if necessary make an appointment.

FAMILY PLANNING ADVICE

Dr. Catriona MacIver, Dr Sarah Oakley and the nurse practitioner and practice nurses are available for family planning advice. A full range of contraceptive advice is available. If you prefer, however, you may see your own doctor. The receptionist will make the appropriate appointment for you.

ANTE-NATAL CLINIC

The midwife runs a clinic in Ticehurst Children's centre. Please call Crowborough Birthing Centre for an appointment (01892 654080).

CHILD HEALTH

Health checks are available for children under 5. These will be performed by a qualified doctor or health visitor, who will advise you when they should be done.

CHILDHOOD IMMUNISATIONS

We strongly support the programme of immunisations against infectious disease and you will be advised by post when these immunisations are due. All childhood immunisations are carried out by the practice nurses in regular clinics. Your health visitor or our Practice Nurse can advise you further about these immunisations.

ASTHMA CLINIC

Patients are invited for regular reviews to improve the quality of control of their asthma.

DIABETIC CLINIC

Patients are invited for regular reviews to prevent the complications of diabetes.

MINOR OPERATIVE PROCEDURES

Where appropriate, some minor operations can be performed in the Wadhurst surgery. If you feel you need this service, please discuss it with your doctor or the practice nurses.

TRAVEL IMMUNISATIONS

If you require information about which travel immunisations are required for your destination please contact one of the local travel clinics, which can be found in the yellow pages or on the internet.

Otherwise the Surgery can provide details of some local clinics. We do not offer advice about which travel immunisations are required for specific destinations but will provide the immunisations that are available via the NHS service: Hepatitis A; Typhoid; Combined Hepatitis A & Typhoid; Combined Diphtheria, Tetanus and Polio, if the patient provides documentation from the travel clinic which states that these immunisations are required before travel.

SUMMARY CARE RECORD (SCR)

The Summary Care Record is a copy of key information from your GP record. It provides authorised healthcare staff with faster, secure access to essential information about patients when they need unplanned care or when their GP practice is closed. Your Summary Care Records contain key information about the medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had in the past.

New patients registering with this practice are asked to decide if they want their information uploaded to the Central NHS Computer System or not. For existing patients it is assumed that their record can be uploaded unless they actively opt out. For further information visit the SCR patient website: <http://www.nhscarerecords.nhs.uk/> or the HSCIC website: <http://systems.hscic.gov.uk/scr>.

If you choose to opt out of the scheme, then you will need to complete a form and bring it along to the surgery where your choice will be added to your patient record. Download the opt out form from

<http://webarchive.nationalarchives.gov.uk/20160921135209/http://systems.digital.nhs.uk/scr/library/optout.pdf>

SUMMARY CARE RECORD WITH ADDITIONAL INFORMATION

You can also choose to share your Summary Care Record with Additional Information. This includes your long term health conditions, relevant medical history, health care preferences, personal preferences and immunisations. Your GP may recognise that having additional information in your SCR will be of benefit to you and may suggest this change. Additional information will only be included after discussion with your GP and only if you give your permission.

ACCESS TO MEDICAL RECORDS – ONLINE SERVICE

If you are registered for online services, appointment booking or repeat prescribing you will be able to view a summary of your immunisations, allergies and medication records. See above for further details about how to register for these services.

In addition to the above you can request to extend your access to view your computerised medical records online. Please note that there are certain circumstances when you may only have the right to see restricted information. Please ask a Receptionist for a copy of the application form to apply for extended online access or download a copy from our website. Please note that that your medical records are confidential and care should be taken at all times to protect passwords to the online site.

SUBJECT ACCESS REQUESTS (SAR) - PATIENT REQUESTS TO ACCESS MEDICAL RECORDS

You have the right to access or obtain copies of your detailed clinical records or any other personal information held about you by the practice held in hard copy (paper) record and/or computer record. If you wish to access your detailed medical records you are required to complete a Subject Access Request (SAR) form. If you would like more information please see our website for further information or ask a Receptionist for a copy of the form and procedure.

CONSENT POLICY

The practice understands and promotes good practice on consent for adults, children and young people and provides information to patients on the care and treatment options available (including the risks and benefits of proposed treatments and investigations. The practice has a consent policy in place, if you wish to see a copy of the policy please ask a receptionist for a copy.

FREEDOM OF INFORMATION ACT

The Freedom of Information (FOI) Act entitles anybody to ask a public authority in England, Wales and Northern Ireland, for certain types of recorded information that is kept. All requests for information must be made in writing, clearly stating what information is required. If this request is declined you will receive the reason for this decision. There is likely to be a fee to receive this information. For further information please contact the Practice Manager or visit www.foia.gov

GP NET EARNINGS

All GP practices are required to declare the mean earnings (e.g. average pay) for GPs working to deliver NHS services to patients at each practice. The average pay for GPs working in Wadhurst

Medical Group in the last financial year was £59,712 before tax and National Insurance. This was for 3 full time GPs, 2 part time GPs and 0 locum GPs who worked in the practice for more than six months.

PATIENT'S RIGHTS AND RESPONSIBILITIES

As a patient you have the right to expect a high standard of care from our practice. You have the right to express a preference of clinical practitioner when making an appointment. In order for us to provide the best service we require that you to keep us informed if you change your contact details, e.g. your name, address and/or telephone number(s). It is your responsibility to inform us if you are unable to keep an appointment. Missed appointments waste valuable time and prevent other patients accessing our services. We ask that you treat the doctors, nurses and practice staff with courtesy and respect.

ZERO TOLERANCE

The practice(s) will not tolerate any verbal or physical abuse and/or intimidation against our staff. In the event of violent or aggressive behaviour the practice(s) reserves the right to remove the offender from the practice list. The practice will not tolerate racial, gender or religious prejudice. All members of the practice will endeavour to treat patients with respect and deal with problems or requests as swiftly and efficiently as possible.

CARERS

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to any possible needs.

CHAPERONE

If you would like a chaperone to be present during your consultation or procedure please alert the receptionist at the time of booking so we can arrange for someone to be available at the appropriate time.

INTERPRETATION SERVICES / HEARING IMPAIRMENT

Please inform our reception staff at the time of booking an appointment if you require an interpretation service or have a hearing impairment and require assistance during your appointment.

SUGGESTIONS, COMPLIMENTS AND COMPLAINTS

We are continually reviewing our services and welcome your feedback. If you wish to make a suggestion please ask for a suggestion form from the Receptionist.

COMPLAINTS

Complaints can be made orally to the Reception Supervisor(s) and/or the Practice Manager. If you wish to make a complaint or discuss an incident please ask to speak to the Reception Supervisor(s) or alternatively write a letter to the Practice Manager, Ms Martine Coppens, explaining the nature of the complaint. Letters will be acknowledged within three working days. A copy of our complaints procedure is available at reception.

THE FRIENDS AND FAMILY TEST (FFT)

The Friends and Family Test (FFT) is a feedback tool launched by NHS England that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Patients have the opportunity to participate in the FFT via the Belmont Surgery website or by completing a postcard survey; postcards are available in the surgery. The results of the FFT are published at monthly intervals on both NHS England and NHS Choices websites. For more information on the FFT, please visit www.nhs.uk/friendsandfamily.

PATIENT PARTICIPATION GROUP

As part of our commitment to listening to patients, the Practice has a Patient Participation Group which represents a wide section of the community.

OTHER USEFUL INFORMATION**LOCAL ACCIDENT AND EMERGENCY DEPARTMENTS**

The Tunbridge Wells Hospital, Tonbridge Road, Pembury, Tunbridge Wells, TN2 4QJ

Tel: 01892 635170 / 635969

The Conquest Hospital, The Ridge, St Leonards-on-Sea, East Sussex TN37 7RD

Tel: 01424 755255

LOCAL WALK IN CENTRE

The nearest walk in centre is based at Maidstone District General Hospital, Hermitage Lane, Maidstone, Kent ME16 9QQ Tel: 01622 729000

MINOR INJURY UNITS

There are two Minor Injury units, based at Crowborough War Memorial Hospital and at Uckfield Community Hospital.

- Crowborough War Memorial Hospital,
Southview Road, Crowborough, East Sussex, TN6 1HB

Tel: 01892 603602

- Uckfield Community Hospital,
Framfield Road, Uckfield, East Sussex, TN22 5AW

Tel: 01825 769999

CLINICAL COMMISSIONING GROUP (CCG)

High Weald Lewes Havens Clinical Commissioning Group (CCG).

Website: www.highwealdleweshavensccg.nhs.uk

Address: 36-38 Friars Walk, Lewes, East Sussex, BN7 2PB. Tel: 01273 485300.

NHS ENGLAND

Primary Care Services Team

Tel: 0300 311 2233

DATA PROTECTION CONFIDENTIALITY & ACCESS TO PATIENT INFORMATION

Privacy Notice

How we use your personal information

This fair processing notice explains why the GP practice collects 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 GP Practice hold about you may include the following information:

- Details about you, such as your address, legal representative, contact details, etc.
- 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 GP 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.

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the Practice.

Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing a secondary care unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. 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 your data being used in this way.

Medicines Management Reviews

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998 (and the provisions of the new Data Protection Act 2018, effective from 25 May 2018)
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management

- 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. Wadhurst Medical Group ensures that all employees sign a confidentiality agreement on employment.

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.

Retention

When you leave us to re-register at another Practice your record is transferred electronically to the new Practice. Any paper records we hold for you are transferred to the central Primary Care Support England hub and are transferred out from there to your new practice.

In the event of the death of a patient, any paper records we hold are transferred to the central Primary Care Support England hub and are then held securely by them.

After the death of a patient or in the event of a patient changing Surgery, we have a one month grace period in which to add any paperwork received to their electronic record, after this time the patient will become inactive on our system and we will only be able to access the record through an audit trail process. The Department of Health (2006) Records management: NHS code of practice states that electronic patient records (EPRs) must not be destroyed, or deleted, for the foreseeable future.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with some of the following organisations and in some cases ask you for explicit consent for this happen when this is required.

- General Practitioners / Locum Practitioners
- NHS Trusts / Foundation Trusts
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists, etc.
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC) renamed NHS Digital July 2016
- Local Authorities
- Education Services
- Fire and Rescue Services

- Police & Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- There may be an occasion where we are asked to share data with another approved NHS authorised organisation, these other 'data processors' will be updated on this notice as necessary.

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.

Your right to withdraw consent

If you are happy for your data to be extracted and used for the purposes described in this fair processing notice then you do not need to do anything. If you do not want your personal data being extracted and leaving the GP practice for any of the purposes described, you need to let us know as soon as possible by completing an Opt Out form, please see Appendix A. We will then enter clinical codes into your electronic health records that will prevent data leaving the practice and / or leaving the central information system at NHS Digital for use by secondary providers. <https://digital.nhs.uk/keeping-patient-data-safe/how-we-look-after-your-health-and-careinformation>. Before opting out please consider the impact or possible consequences this could have for you, such as delays in receiving care. Further information about opt out is on the NHS Digital website above, otherwise if you wish to discuss further please contact the practice.

There are two main types of opt-out.

Type 1 Opt-Out

If you do not want information that identifies you to be shared outside the practice, for purposes beyond your direct care, you can register a 'Type 1 Opt-Out'. This prevents your personal confidential information from being used other than in particular circumstances required by law, such as a public health emergency like an outbreak of a pandemic disease.

Type 2 Opt-Out

NHS Digital collects information from a range of places where people receive care, such as hospitals and community services. If you do not want your personal confidential information to be shared outside of NHS Digital, for purposes other than for your direct care, you can register a 'Type 2 Opt-Out'. For further information about Type 2 Opt-Outs, please contact NHS Digital contact centre at enquiries@hscic.gov.uk referencing 'Type 2 Opt-Outs – Data Requests' in the subject line; or call NHS Digital on **(0300) 303 5678**; or visit the website <http://content.digital.nhs.uk/article/7092/Information-on-type-2-opt-outs>.

If you wish to exercise your right to withdraw consent and opt-out please complete an opt out form. See website for further information or requested one from a receptionist.

Access to personal information

You have a right under the General Data Protection Regulations to request access to view or to obtain copies of what information the surgery holds about you. For information from the hospital about information they hold about you, you should write directly to them.

In order to request information that Wadhurst Medical Group holds about you, you will need to make a formal request in writing using a the Subject Access Request form. See website for further information or requested one from a receptionist.

Objections / Complaints

Should you have any concerns about how your information is managed at the practice, or believe that the information held about you is inaccurate please write to the Practice Manager who will review your concerns with Data Protection Officer. Please provide details of your objection/complaint about how your information is managed by the GP Practice; if you are writing to advise the Practice that the information they hold about you is inaccurate provide as much information in your letter as possible. 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 545 745

Website

The surgery website is produced and hosted by "My Surgery", for more information about My Surgery terms and conditions (T&Cs) please refer to the link to the site's T&Cs on our website: <http://www.wadhurstmedicalgroup.co.uk>

Change of Details

You have a responsibility to inform us of any changes so our records are accurate and up to date for you. It is important that you tell the surgery 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, as soon as possible.

Notification

We are required to register a notification with the Information Commissioner to describe the purposes for which we process personal and sensitive information. The practice is registered with the Information Commissioners Office (ICO), this information is publicly available on their website www.ico.org.uk

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is:
Wadhurst Medical Group (ICO No: Z6440109)