

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 – Medical records held at your GP Practice

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 – Information Held by NHS Digital

If you don't want your confidential patient information to be used for research and planning, you can opt out of this. If you do opt out, there are some specific situations where your data may still be used. Data that does not identify you may still also be used. Your confidential patient information will still be used to support your individual care. Any preference you set using this service will not change this.

If you wish to exercise your right to withdraw consent of ‘Medical Records held at your GP Practice’ please complete the opt-out form in Appendix A. If you wish to raise a Type 2 opt-out you will need to go to ‘Your NHS Data Matters’ website (www.nhs.uk/your-nhs-data-matters) where you can find out more about data sharing and set a National Data Opt-out. If you do not wish to opt out, you don't have to do anything at all.

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 the Subject Access Request form which can be obtained from Reception or downloaded from our website.

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 contact the Practice Manager who will review your concerns with Data Protection Officer, Dr Andrew Blackburn, see process for this in Appendix C. 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)

Who is the Data Protection Officer?

The Data Protection Officer is Dr Andrew Blackburn.

Appendix A – OPT OUT FOR DATA EXTRACTION

THE WADHURST MEDICAL GROUP

Dr A M T Blackburn
Dr S Oakley
Dr A Sikorski

Belmont Surgery
Wadhurst
East Sussex
TN5 6BJ

Tel: 01892 782121
Appointments: 01892783888
Fax: 01892 783989

High Weald Lewes and Havens CCG

PATIENT OPT-OUT GDPR DATA EXTRACTION

SURNAME:

FIRSTNAME:

OTHER FORENAMES:

DATE OF BIRTH:

ADDRESS:

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CONTACT TELEPHONE NUMBERS, INC MOBILE PHONE:

Type 1 Opt-Out – Medical Records Held at your GP Practice

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' by. 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. For more information please refer to NHS Digital website: <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information>

I confirm I want to opt-out (Y to opt-out or N not to opt-out)

Type 1 – Y/N

Signature:

Date:

Please note Type 2 data opt-outs can only be submitted via the 'Your NHS Data Matters website (www.nhs.uk/your-nhs-data-matters).

Appendix B – GDPR Objections / Complaints letter example

To: Practice Manager

Wadhurst Medical Group

Belmont Surgery

St James Square

Wadhurst TN5 6BJ

Please provide following details:

Your Full Name:

Address:

Date of Birth

Contact Phone numbers:

Dear Practice Manager,

Details of your objection/complaint/inaccurate information.

I confirm that I am happy for the Practice to contact me about this matter using the contact details above.

(Please provide details of your objection/complaint about how your information is managed by the GP Practice below; 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).

Yours faithfully

Name

Signature

Date of letter