

# LEATSIDE HEALTH CENTRE - PRIVACY NOTICE

## How we use your personal information

This notice explains why the GP practice collects information about you and how that information may be used. 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.) for medical diagnosis and treatment. These records are used to help to provide you with the best possible healthcare. NHS health care 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 this GP Practice hold about you may include the following information:

- Details about you, such as your name, address, carers, legal representatives, and 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 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 used for research purposes, either here or with one of our research Partners – the surgery will always gain your consent before releasing any information outside the practice for this purpose.

## 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 an 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. A risk score is then arrived at through an analysis of your de-identified information using software and is only provided back to your GP as data controller in an identifiable form. 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

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. This service is provided to practices within Cornwall through Cornwall & IoS Integrated Care Board.

## **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 2018 and General Data Protection Regulation 2018 (GDPR).
- 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. 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.

## **How your information is used for medical research and to measure the quality of care.**

### **Medical research**

Leatside Health Centre shares information from medical records:

- to support medical research when the law allows us to do so, for example to learn more about why people get ill and what treatments might work best;
- we will also use your medical records to carry out research within the practice.

This is important because:

- the use of information from GP medical records is very useful in developing new treatments and medicines;
- medical researchers use information from medical records to help answer important questions about illnesses and disease so that improvements can be made to the care and treatment patients receive.

We share information with appropriate medical research organisations with your explicit consent or when the law allows. You have the right to object to your identifiable information being used or shared for medical research purposes. Please speak to the practice if you wish to object.

### **Checking the quality of care - national clinical audits**

Leatside Health Centre contributes to national clinical audits so that healthcare can be checked and reviewed.

- Information from medical records can help doctors and other healthcare workers measure and check the quality of care which is provided to you.

- The results of the checks or audits can show where hospitals are doing well and where they need to improve.
- The results of the checks or audits are used to recommend improvements to patient care.
- Data are sent to NHS Digital, a national body with legal responsibilities to collect data.
- The data will include information about you, such as your NHS Number and date of birth and information about your health which is recorded in coded form – for example the code for diabetes or high blood pressure.
- We will only share your information for national clinical audits or checking purposes when the law allows.
- For more information about national clinical audits see the Healthcare Quality Improvements Partnership website: <https://www.hqip.org.uk/> or **phone** 020 7997 7370.
- You have the right to object to your identifiable information being shared for national clinical audits. For further information please see <https://digital.nhs.uk/services/national-data-optout-Programme>

## Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations:

- NHS Trusts / Foundation Trusts.
- GP's.
- 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.
- Health and Social Care Information Centre (HSCIC).
- Local Authorities.
- Education Services.
- Fire and Rescue Services.
- Police & Judicial Services.
- Voluntary Sector Providers.
- Private Sector Providers.
- Other 'data processors' which you will be informed of.

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required. We may also use external companies to process personal information, such as for archiving purposes or for record storage purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

## Devon and Cornwall Shared Care Record

Health and social care services in Devon and Cornwall have developed a system to share patient data efficiently and quickly and, ultimately, improve the care you receive. This shared system is called the Devon and Cornwall Care Record. It's important that anyone treating you has access to your shared record so they have all the information they need to care for you. This applies to your routine appointments and also in urgent situations such as going to A&E, calling 111 or going to an out-of-hours appointment. It's also quicker for staff to access a shared record than to try to contact other staff by phone or email.

Only authorised health and care staff can access the Devon and Cornwall Care Record and the information they see is carefully checked so that it relates to their job. Also, systems do not share all your data – just data that services have agreed is necessary to include.

For more information about the Devon and Cornwall Care Record, please go to <https://www.devonandcornwallcarerecord.nhs.uk/>

## **Access to personal information**

You have a right under the Data Protection Act 2018 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. To request this, you need to do the following:

- Your request must be made in writing to the Operations Practice Manager – for information from the hospital you should write direct to them.
- There may be a charge to have a printed copy of the information held about you if the request is deemed 'excessive'.
- We are required to respond to you within one month.
- You will need to provide two forms of identification including one photo ID (ie passport or driving licence) and one form proving proof of address (utility bill) so that records can be verified and your records located.

## **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 2018 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](http://www.ico.org.uk) The practice is registered with the Information Commissioners Office (ICO).

## **Who is the Data Controller?**

The Data Controller, responsible for keeping your information secure and confidential is: Leatside Health Centre, Forth Noweth, Redruth, Cornwall, TR15 1AU.

## **Who is the Data Protection Officer?**

The DPO is provided by Cornwall & IoS Integrated Care Board Tel: 01726 627800 or Email: [Ciosicb.contactus@nhs.net](mailto:Ciosicb.contactus@nhs.net).

## **Objections / Complaints**

### **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, Leatside Health Centre 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. Leatside Health Centre 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 the right to write to withdraw your consent to any time for any particular instance of processing, provided consent is the legal basis for the processing. Please contact the surgery for further information and to raise your objection

Should you have any concerns about how your information is managed by the Practice please contact one of the Practice Managers at the following address:

Leatside Health Centre, Forth Noweth, Redruth, Cornwall, TR15 1AU

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](http://www.ico.org.uk), [casework@ico.org.uk](mailto:casework@ico.org.uk), telephone: 0303 123 1113 (local rate) or 01625 545 745