

Fair Processing Notice

Your Information: What You Need to Know

This privacy notice explains why Shotfield Medical Practice collects information about you and how that information may be used.

How We Keep Your Information Confidential and Safe

Everyone working for the NHS is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised with consent given by you, unless there are other circumstances covered by the law.

Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect your information, tell you of how your information will be used, and allow you to decide if and how your information can be shared.

Why We Collect Information about You

In carrying out some of these roles we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and also information such as outcomes of needs assessments.

How We Use the Information that We Collect

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received (eg NHS Trust, GP Practice, 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 holds about you may include the following;

- Details about you, such as address and next of kin
- Any contact the GP Practice 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 also be used 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 GP surgery will always seek to gain your consent before releasing the information.

What We Use your Information For

Analysis – Risk Stratification

Risk stratification 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 to hospital 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 managed by the South East CSU as the data processor and is only provided back to your GP or member of your care team as data controller in an identifiable form. Risk stratification enables your GP to focus on the 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, by contacting your GP Practice.

Invoice Validation

If you have received treatment within the NHS, Sutton Clinical Commissioning Group (CCG) may require access to your personal information in order to determine which CCG should pay for the treatment or procedure you have received.

Information such as your NHS number and date of treatment may be passed on to enable the billing process. These details are held in a secure environment and kept confidential.

Supporting Medicines Management

Members of the Sutton CCG pharmacists work with the GP practice to provide advice on medicines and prescribing queries, and review prescribing of medicines to ensure that it is safe and cost-effective. This is done with practice agreement. No data is removed from the practice and no changes are made to patient's records without permission from the GP.

Safeguarding

To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in some limited circumstances where it is legally required for the safety of the individuals concerned.

New systems to improve information sharing in Sutton

Sutton Integrated Digital Care Record

This sharing of information will help the health and social care system to work together to improve care services in Sutton, through better planning and working in a more joined-up way.

Only GPs, hospital doctors, nurses, social workers and other health and social care professionals, who provide you with direct care, will have access to your health and social care information, known as your Integrated Care Record.

The integrated care record will include test results, medications, allergies and social, health and wellbeing information relevant to your care. The professionals treating you will be able to look at computer records of the care you get from other organisations, including your GP, social care worker or the hospital.

You have the choice about whether to share your integrated care record and who can see it.

You'll be asked to give your consent when health care professionals want to access your records in appointments and you can say no. You can 'opt-out' at any time. If you would like to do this, please tell your GP practice.

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 the Data Protection Act 1998 (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality and the NHS Codes of Confidentiality and Security.

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. Anyone who receives information from an NHS organisation has a legal duty to keep it confidential.

We maintain our duty of confidentiality to you at all times. We will only ever use or pass on identifiable 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 (ie life or death situations), or where the law requires information to be passed on.

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
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

We will never share your identifiable information without your explicit consent unless there are exceptional circumstances such as when the health or safety of others is at risk, where the law requires it or to carry out a statutory function.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. There are occasions when we must pass on information, such as notification of new births, where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS), and where a formal court order has been issued.

Our guiding principle is that we are holding your records in strictest confidence.

Your Right to Withdraw Consent for Us to Share Your Personal Information (Opt-Out)

You have the right to consent / refuse / withdraw consent to information sharing at any moment in time. There may be consequences to not sharing but these will be fully explained to you to help you with making your decision.

You can opt out at any time by contacting:

Shotfield Medical Practice

National Initiatives

If you would like to find out about what national initiatives may affect you, visit:

Care. Data: NHS England <http://www.england.nhs.uk/?s=care.data&search>

HSCIC: <http://www.hscic.gov.uk/article/3525/Caredata>

Coordinate My Care (CMC): <http://www.coordinatemycare.co.uk/>

Summary Care Record: <http://systems.hscic.gov.uk/scr>

Accessing Your Information Held by [*Enter name of GP Practice*]

Under the Data Protection Act 1998 you have the right to see or be given a copy of personal data held about you. To gain access to your information you will need to make a Subject Access Request (SAR) to Shotfield Medical Practice.

We may charge a reasonable fee for the administration of the request, set down in law as follows:

- If the information is only held electronically we may charge up to £10 for complying

- If the information is only held wholly or partly in paper format we may charge up to £50 for complying.

Freedom of Information Requests (FOI)

The Freedom of Information Act (2000) gives every Individual the right to request information held by Government Agencies. Private Companies are not subject to this act.

Please note that a Freedom of Information Request is not a Subject Access Request.

Please send your written requests to the Freedom of Information Manager (Practice Manager) at:

Shotfield Medical Practice

Your request for information must be made in writing and you are entitled to a response within 20 working days.

Decommissioning of Services

The GP Practice will retain legal responsibility for the information held about you until it is formally dissolved or until agreements are put in place to transfer responsibility.

Complaints

If you have a complaint about Shotfield Medical Practice or a service we provide, we will use your information to communicate with you and investigate any complaint if it's the responsibility of the Practice.

Please send all complaints to:

The Practice Manager, Shotfield Medical Practice (as per our complaints procedure which is available at reception or on our website).

If you are not happy with our responses regarding the use of your information and have exhausted all the avenues in the GP Practice Complaints Process and wish to take your complaint to an independent body who oversee matters relating to information and data use, you can do this by contacting the Information Commissioner's Office in writing to the following address:

Wycliffe House

Water Lane
WILMSLOW
Cheshire
SK9 5AF

You can also telephone their helpline on 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number.

Or email: casework@ico.org.uk

For a translation of this document, an interpreter or a version in large print or braille, please contact:

Shotfield Medical Practice