

BURGESS ROAD SURGERY

PRIVACY NOTICE

This privacy notice explains why BURGESS ROAD SURGERY collects information about you, how we keep it safe and confidential and how that information may be used.

WHY WE COLLECT INFORMATION ABOUT YOU

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form 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 information such as outcomes of needs assessments.

DETAILS WE COLLECT ABOUT YOU

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously or elsewhere (e.g. NHS Hospital Trust, other GP Surgery, Out of Hours GP Centre, A&E, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

Records which we may hold about you may include the following:

- Details about you, such as your address and next of kin, emergency contacts
- Your home telephone number, mobile phone number, email address
- Any contact the surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments, etc.
- Notes and reports about your health, 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
- Recording of telephone calls made between Burgess road surgery and you

HOW WE KEEP YOUR INFORMATION CONFIDENTIAL AND SAFE

All your GP NHS health records are kept electronically. Our GP records database is hosted by CLINICAL SYSTEM, who are acting as data processors, and all information is stored on their secure servers in Leeds TPP SystmOne, is protected by appropriate security, and access is restricted to authorised personnel.

We also make sure that data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

We only email you, or use your mobile number to text you, regarding matters of medical care, such as

appointment reminders and (if appropriate) test results.

Unless you have separately given us your explicit consent, we will not email you for non-medical matters (such as surgery newsletters, patient participation group and other information).

We maintain our duty of confidentiality to you always. 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), or where the law requires information to be passed on.

HOW WE USE INFORMATION ABOUT YOU

Confidential patient data will be shared within the healthcare team at the practice, including nursing staff, admin staff, secretaries and receptionists, and with other healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Details of who is authorised to access your GP record can be found on our website, or please ask at reception.

DATA PROCESSORS

BURGESS ROAD SURGERY uses data processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients. Details of these data processors can be found on our website or please ask at reception.

REFERRALS FOR SPECIFIC HEALTH PURPOSES

We sometimes provide your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way.

RISK STRATIFICATION

Risk stratification is a process for identifying and managing patients who are at a higher risk of emergency hospital admission. Typically this is because patients have a long term condition such as Diabetes, COPD or cancer. NHS England encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to help prevent avoidable admissions into hospital. 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 anonymous information using computer programmes. Your information is only provided back to your GP or member of your care team in an identifiable form. Risk stratification enables your GP to focus on the prevention of 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 Risk Stratification.

Should you have any concerns about how your information is managed, or wish to opt out of any data collection at the Practice, please contact the reception team or your healthcare professional to discuss how the disclosure of your personal information can be restricted. All patients have the right to change their minds and reverse a previous decision. Please contact the practice if you change your mind regarding any previous choice.

NHS HEALTH CHECKS

All of our patients aged 40-74 not previously diagnosed with cardiovascular disease are eligible to be invited for an NHS Health Check. Nobody outside the healthcare team in the practice will see confidential information about you during the invitation process and only contact details would be securely transferred to a data processor (if that method was employed). You may be 'given the chance to attend your health check either within the practice or at a community venue. If your health check is at a community venue all data collected will be securely transferred back into the practice system and nobody outside the healthcare team in the practice will see confidential information about you during this process.

WHO ARE OUR PARTNER ORGANISATIONS?

We may also have to share your information, subject to strict agreements on how it will be used. The following are examples of the types of organisations that we are likely to share information with:

- NHS and specialist hospitals, Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Private and Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups and NHS England
- Social Care Services and Local Authorities
- Education Services
- Police, Fire and Rescue Services
- Other 'data processors' during specific project work e.g. Diabetes UK

MANDATORY DISCLOSURE OF INFORMATION

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed.

That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

Organisations that we are sometimes obliged to release information to include:

- NHS Digital (e.g. the National Diabetes Audit)
- CQC
- DVLA
- GMC
- HMRC
- NHS Counter Fraud
- Police
- The Courts
- Public Health England
- Local Authorities (Social Services)
- The Health Service Ombudsman

PERMISSIVE DISCLOSURE OF INFORMATION

Only with your explicit consent, BURGESS ROAD SURGERY can release information about you, from your GP record, to relevant organisations. These may include:

- Your employer
- Insurance companies
- Solicitors
- Local Authorities
- Police

ACCESSING YOUR INFORMATION ON OTHER DATABASES

BURGESS ROAD SURGERY can access certain medical information about you, when relevant or necessary, that is held on other databases (i.e. under the control of another data controller). These include Southampton General Hospital databases and NHS Digital's Open Exeter database. Accessing such information would only be for your direct medical care.

RESEARCH

BURGESS ROAD SURGERY sometimes undertakes accredited research projects. Where this involves accessing identifiable patient information, we will only do so with the explicit consent of the individual and Research Ethics Committee approval.

BURGESS ROAD SURGERY is not currently involved with other research projects such as the Clinical Practice Research Database (CPRD) or QResearch, and we do not permit secondary processing (e.g. for research, "analytics", commissioning, commercial or political purposes) of our patients' information uploaded to the Hampshire Health Record.

YOUR RIGHT TO OPT-OUT OF SHARING YOUR INFORMATION

You have the right to opt-out (or object) to ways in which your information is shared, both for direct medical care purposes (such as the national NHS data sharing schemes), i.e. *primary uses* of your information, or for purposes other than your direct medical care – so-called *secondary uses*. Details of these purposes and how you can opt out, can be found on our website or ask at reception.

ACCESS TO YOUR PERSONAL INFORMATION

You have a right under the General Data Protection Regulations 2018 and the Data protection Act 1998 to access/view information the Practice holds about you, and to have it amended or removed should it be inaccurate. This is known as 'the right of subject access'. If we do hold information about you we will:

- Give you a description of it;
- Tell you why we are holding it;
- Tell you who it could be disclosed to; and let you have a copy of the information in an intelligible form.

NOTIFICATION

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

We are registered as a data controller and our registration can be viewed online in the public register at:

[http://ico.org.uk/what we cover/register of data controllers](http://ico.org.uk/what-we-cover/register-of-data-controllers)

COMPLAINTS

If you have concerns or are unhappy about any of our services, please contact the Practice Manager. Details of how to complain are on our website, or available in practice.

For independent advice about data protection, privacy, and data sharing issues, you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Phone: 08456 30 60 60
Website: www.ico.gov.uk

FURTHER INFORMATION

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact the surgery's Caldicott Guardian

Caldicott Guardian
TAMZEN HOGBEN
Tamzen.hogben@nhs.net