

# Fair Processing and Privacy Notice

## How we use your personal information

This notice explains why Garswood Surgery 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 Hospital Trust, GP Surgery, Out of Hours Service, 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 we hold about you may include the following information;

- Details about you, such as your address, legal representative, 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 requested to be used for research purposes. Garswood Surgery is an approved 'Research Ready' practice. We will always gain your consent before releasing the information for this purpose.

### **Risk Stratification**

Information about you can be collected from a number of sources including NHS Trusts and GP Practices for the purpose of risk stratification. These 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 readmission to hospital and identifying a need for preventive intervention.

Any information provided by this practice is pseudo-anonymised to maintain your confidentiality and only we as the data controllers are able to decrypt information provided back to us to identify individual patients

Risk stratification enables your us to focus on preventing ill health and not just the treatment of sickness and if necessary your GP may be able to offer you additional services.

Please note that you have the right to opt out.

### **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
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality and Information Security
- To Share or Not to Share: The Information Governance 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 3rd 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 (To Share or Not to Share: The Information Governance Review) 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.

### **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
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- NHS Digital
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police and 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 use the Whiston Health Informatics Service to process personal information, such as for archiving purposes.

There are strict contractual agreements to ensure information is kept confidential and secure.

### **Access to personal information**

You have a right under the Data Protection Act 1998 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.

In order to request this, you need to do the following:

- Your request must be made in writing to the GP – 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.
- We are required to respond to you within 40 days.
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located.

### **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. 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.

If you wish to exercise your right to withdraw consent/opt-out, or to speak to someone to understand what impact or possible consequences this may have, such as delays in receiving care, please inform the Practice Manager us in writing

### **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 are 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 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

Our data protection notification can be found on the Information Commissioner's web site at [www.ico.gov.uk](http://www.ico.gov.uk)

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

The Data Controller, responsible for keeping your information secure and confidential is Garswood Surgery.

### **Complaints**

Should you have any concerns about how your information is managed by the practice, please contact the Practice Manager. If you are still unhappy following a review by the GP Practice, you can then complain to the Information Commissioners Office (ICO):

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 08456 306060 or 01625 545745  
Website: <https://ico.org.uk/>