

Herne Hill Road Medical Practice



How we use and share your information

Privacy Notice for patients (detailed document)

Date created:	21 st July 2018	Version 1
Date reviewed:	22 nd December 2019	Version 2
Review Due Date:	December 2020	

Introduction

This document includes Herne Hill Road Medical Practice privacy notice that is on the practice website - <https://www.hernehillroadgp.co.uk/> - and can be printed on request. The resource material also informs patients of how they can have access to see and obtain copies of their medical record

The Herne Hill Road Medical Practice has a legal duty to tell patients and staff how they use their personal information. This is a specific requirement set out in the first principle of the Data Protection Act 2018 (DPA) and General Data Protection Regulation (GDPR), and is known as “privacy notice” (formally fair processing) - ***“Processed lawfully, fairly and in a transparent manner in relation to individuals”***

The privacy notice information can be available in large print on request.

Herne Hill Road Medical Practice



How we use and share your information

(Privacy Notice for patients)

Herne Hill Road Medical Practice keeps medical records confidential and complies with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

- We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care; for example, your GP will share information when they refer you to a specialist in a hospital, or your GP will send details about your prescription to your chosen pharmacy. Anyone with access to your medical record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.
- We also share your information with organisations who are directly involved in your care through the **Local Care Record**. For more information - <http://www.hernehillroadgp.co.uk/info.aspx?p=12>
- Healthcare staff working in accident and emergency (A&E) and out of hour care settings will also have access to your information; for example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record. For more information see: <https://digital.nhs.uk/summary-care-records> or alternatively speak to one of the receptionist at the practice.

Herne Hill Road Medical Practice

- A summary of your data is automatically copied to the Summary Care Record, unless you have requested for this not to happen.
- You would have been asked to opt in or out when you registered with us. If you wish to reconsider or do not consider that you have opted in or out, you may contact our practice reception team to discuss further and appropriate action will be taken.
- **Lambeth DataNet** uses GP patient records to obtain anonymous information to help plan and improve healthcare services in the local area. To opt out please speak to member of staff.
- We will not share identifiable information with anyone that isn't involved in your care, unless legally required to; for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for Medical Reports for insurance, solicitors etc.
- To respect your privacy, we will not disclose information over the telephone or email unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.
- You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any mistakes or errors corrected.

Herne Hill Road Medical Practice

Other important information about how your information is used and shared to provide you with healthcare.

Registering for NHS care

- All patients who receive NHS care are registered on a national database.
- This database holds your name, date of birth, NHS Number, contact details (address, telephone/mobile number and email - if provided), but it does not hold information about the care you receive.
- The database is held by [NHS Digital](#), a national organisation that has legal responsibilities to collect NHS data.
- More information can be found at <https://digital.nhs.uk/> or call 0300 303 5678.

Identifying patients who might be at risk of certain diseases

- Your medical records will be searched by a computer programme (risk stratification tool) managed by [United Health \(also known as Optum\)](#), so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital. This means we can offer patients additional care or support as early as possible.
- Risk stratification enables us to focus on the preventing ill health and not just the treatment of sickness. This process will involve linking information from your GP record with information from other health or social care services you have used.
- Information, which identifies you, will only be seen by this practice.
- For more information, please speak to the practice.
- Please note that you have the right to opt out, by contacting the practice.

Safeguarding

- Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs are protected from risk of harm. These circumstances are rare and we do not need your consent or agreement to do this.
- Information on safeguarding [children](#) and [adults](#) is on the Lambeth CCG website.

Herne Hill Road Medical Practice

We are required by law to provide you with the following information about how we handle your information.

<p>Data Controller</p> 	<p>Herne Hill Road Medical Practice</p> <p>1-3 Herne Hill Road, Loughborough Junction, London SE24 0AU</p> <p>Telephone: 020 7737 9393, Fax: 020 7501 9191</p> <p>Email: lamccg.hhr@nhs.net</p>
<p>Data Protection Officer</p>	<p>NEL Commissioning Support Unit (CSU)</p>
<p>Data Protection Champion</p>	<p>Bernadette Johnson (Practice Manager)</p>
<p>Purpose of the processing</p>	<ul style="list-style-type: none"> ▪ To give direct health or social care to individual patients. ▪ For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care. ▪ To check and review the quality of care. (This is called audit and clinical governance).
<p>Lawful basis for processing</p> 	<p>These purposes are supported under the following sections of the GDPR:</p> <p><i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’; and</i></p> <p><i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...’</i></p> <p>Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.</p>

Herne Hill Road Medical Practice

<p>Recipient or categories of recipients of the processed data</p>	<p>The data will be shared with:</p> <ul style="list-style-type: none">▪ healthcare professionals and staff in this surgery▪ Local Care Record▪ local hospitals<ul style="list-style-type: none">○ King College Hospital NHS Foundation Trust○ Guys & St Thomas' Hospital NHS Foundation Trust○ South London and Maudsley NHS Foundation Trusts▪ out of hours services▪ urgent and emergency care services, such as NHS 111 and the London Ambulance Service▪ diagnostic and treatment centres▪ Lambeth GP Access Hub - http://www.lambethgpaccesshubs.co.uk/▪ NHS national database managed by NHS Digital<ul style="list-style-type: none">○ Summary Care Records▪ or other organisations involved in the provision of direct care to individual patients.
<p>Rights to object</p> 	<ul style="list-style-type: none">▪ You have the right to object to information being shared between those who are providing you with direct care.▪ This may affect the care you receive – please speak to the practice.▪ You are not able to object to your name, address and other demographic information being sent to NHS Digital.▪ This is necessary if you wish to be registered to receive NHS care.▪ You are not able to object when information is legitimately shared for safeguarding reasons.▪ In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm.▪ The information will be shared with the local safeguarding service – Information can be found on the Lambeth CCG website for adults and children.

Herne Hill Road Medical Practice

<p>Right to access</p>  <p>and correct</p>  <p>t</p>	<ul style="list-style-type: none"> ▪ You have the right to access, or be provided with a copy of personal data held about you, and have any errors or mistakes corrected. Please speak to a member of staff to register for GP Online access, which enables you to view your medical records online (subject to approval), or you will need to make a 'Subject Access Request' to the Practice. Fees may be charged for repetitive requests. <ul style="list-style-type: none"> ○ If you want to see what is written about you, you have a right to access the information we hold on you, but you will need to register for Online Access or complete a form called Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. You can request to view only certain parts of your records if you prefer. ○ Furthermore, should you identify anything in your record which is incorrect, you have the right to discuss this with a healthcare professional (GP). ○ Please speak to one of the reception team if you would like further details. An appointment will be required. In some circumstances a fee may be payable. ▪ We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
<p>Retention period</p>	<p>GP medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to the practice.</p>
<p>Right to complain</p>	<p>You have the right to complain to the Information Commissioner's Office. If you wish to complain follow this link https://ico.org.uk/global/contact-us/ or call the helpline 0303 123 1113</p>

Herne Hill Road Medical Practice

Data we get from other organisations

We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to date when you receive care from other parts of the health service.

For more information: [Our Healthier south east London Privacy Notice](#)

How the NHS and care services use your information

Herne Hill Road Medical Practice is one of many organisations working in the health and care system to improve care for patients and the public. Whenever you use a health or care service, such as attending accident and emergency or using community care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

- The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:
 - improving the quality and standards of care provided
 - research into the development of new treatments
 - preventing illness and diseases
 - monitoring safety
 - planning services
- This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.
- Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.
- To find out more or to register your choice to opt out, please visit

Herne Hill Road Medical Practice

www.nhs.uk/your-nhs-data-matters.

On this web page you will:

- See what is meant by confidential patient information
 - Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
 - Find out more about the benefits of sharing data
 - Understand more about who uses the data
 - Find out how your data is protected
 - Be able to access the system to view, set or change your opt-out setting
 - Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
 - See the situations where the opt-out will not apply
-
- You can also find out more about how patient information is used at:
<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research) and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

 - **You can change your mind about your choice at any time.**

 - Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

If you have any questions relating to the above, please ask a member of the Practice team who will be able to direct your query to the appropriate management staff.

You can also contact the practice's data controller via email at lamccg.hhr@nhs.net

If you're not happy about how we manage your information

We really want to make sure you are happy, but we understand that sometimes things can go wrong. If you are unhappy with any part of our data-processing methods, you can complain. For more information, visit www.ico.org.uk and select 'Raising a concern'.