

## PRIVACY NOTICE

### **How we use your information**

This privacy notice explains why we as a Practice collect information about our patients and how we use that information.

**Dunsville Medical Centre** manages patient information in accordance with existing laws and with guidance from organisations that govern the provision of healthcare in England such as the Department of Health and the General Medical Council.

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

As data controllers, GPs have fair processing responsibilities under the Data Protection Act 1998. In practice, this means ensuring that your personal confidential data (PCD) is handled clearly and transparently, and in a reasonably expected way.

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

NHS health records may be processed electronically, on paper or a mixture of both; a combination of working practices and technology are used to ensure that your information is kept confidential and secure. Records held by this GP practice may include the following information:

- Details about you, such as address and next of kin
- Any contact the practice has had with you, including appointments (emergency or scheduled), clinic visits, etc.
- Notes and reports about your health
- Details about treatment and care received
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, or those who care for you

The practice collects and holds data for the sole purpose of providing healthcare services to our patients and we will ensure that the information is kept confidential.

However, we can disclose personal information if:

- It is required by law
- You provide consent – either implicitly or for the sake of their own care, or explicitly for other purposes
- It is justified to be in the public interest
- Some of this information will be held centrally and used for statistical purposes.
- Where we hold data centrally, we take strict and secure measures to ensure that individual patients cannot be identified

Information may be used for clinical audit purposes to monitor the quality of service provided, and may be held centrally and used for statistical purposes. Where we do this we ensure that patient records cannot be identified.

Sometimes your information may be requested to be used for clinical research purposes – the practice will always endeavor to gain your consent before releasing the information.

Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care.

Patients can object to their personal information being shared with other health care providers but if this limits the treatment that the patient can receive then the doctor will explain this at the time.

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 practice, or your healthcare professional to discuss how the disclosure of your personal information can be limited.

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.

### **Objections / Complaints**

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

### **Consent for SMS messaging**

If you provide us with your mobile phone number we may use this to send you reminders about any appointments or other health screening information being carried out.

### **Respecting Patient Confidentiality**

Please respect the privacy of other patients when waiting to be seen at the reception desk. If you need to speak to the receptionist in private please inform her. Please do not ask the receptionists for confidential information about friends or members of your family. This may include test results, whether they have an appointment, whether they are on the premises etc. If you are expecting someone to collect you from the premises or are meeting them at the surgery, please inform the receptionist.

### **Thank you for your understanding.**

Please follow the link below to find out how your information is being shared with the integrated Doncaster Care Record.

<http://www.doncasterccg.nhs.uk/idcr/privacy-notice/>