

CAIRNGALL MEDICAL PRACTICE
2 ERITH ROAD ROAD
BELVEDERE
DA17 6EZ
01322434144

Privacy Notice for General Practice

How we use your personal information

This fair processing notice explains why the GP practice 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 Trust, GP Surgery, 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 information;

- Details about you, such as your address, carer, 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 – the surgery will always gain your consent before releasing the information for this purpose.

Risk Stratification

Risk stratification 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 (re)admission 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 NHS Health Informatics Service , and is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on 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 of your data being used in this way.

Medicines Management Reviews

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided to practices within Bexley Commissioning Group.

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 (and the provisions of the new Data Protection Act 2018, effective from 25 May 2018)
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share 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 third 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 (Information to share or not to share) 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 some of the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & 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 may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

Access to personal information

You have a right under the General Data Protection Regulations 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 Data Protection Officer for the practice– for information from the hospital you should write direct to them
- You have a right of access to a copy of all of the information held about you free of charge.
- We are required to respond to you within one month.
- 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

Objections / Complaints

Should you have any concerns about how your information is managed at the practice, please contact the Data Protection Officer for the surgery. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

Practice Website

The Practice Website is provided by Silicon Practice. You can view the website privacy statement on the website.

HTTPS

The Practice Website is https-secured, which means communication between the user's web browser and the server hosting the website are encrypted and cannot be intercepted en-route. It also means a padlock icon is visible in the browser address bar.

Secure Forms

Secure forms within the site are used to allow Patients to:

- Book an Appointment
- Cancel an Appointment
- Request a Repeat Prescription

Details entered into secure forms are stored in an encrypted state on the server for up to 28 days (except for Friends and Family Test & Practice Survey Data – see the next section) and only accessed over a secure connection by nominated Practice staff. The details submitted are only used for the stated purpose of the form.

Friends and Family Test

Any information supplied via our Friends & Family Test form is stored securely and accessed securely by designated Practice staff. The information is submitted by patients and used for quality monitoring purposes, in line with the expectations of the patients submitting the feedback. The form does not request personal information. Data entered via the FFT form is kept for as long as the site is active unless it is deleted by a site administrator. Any personal information transmitted via this form may be anonymised by the Practice if this is required to ensure compliance with Data Protection legislation.

Practice Surveys

Any information supplied via Practice Survey forms is stored securely and accessed securely by designated Practice staff. The information is submitted by patients and used for quality monitoring purposes, in line with the expectations of the patients submitting the feedback. The form does not require personal information. Data entered via Practice Survey forms is kept for as long as the site is active unless it is deleted by a site administrator. Any personal information transmitted via Practice Survey forms may be anonymised by the Practice if this is required to ensure compliance with Data Protection legislation.

Server Logs

The Web Server hosting our Practice Website automatically collects audit logs of Website usage. These logs include the IP addresses of Website users. Web Server Logs are used to monitor, measure, analyse, improve, and troubleshoot services only. They are not published or passed to any third parties, and are used solely to maintain service quality. Audit logs are kept for 6 months and are automatically deleted.

Analytics

Our Practice Website includes activity tracking via Google Analytics. Google anonymises the user activity data and does not store IP addresses.

Cookies

Our website 'Usage of Cookies' page contains information about the cookies used by our website, including those placed by Google to provide accurate analytics. This page also provides details of how to block cookies if required.

Links to Other Websites Which Request Personal Details

The Practice Website directs patients out to Vision Online and eConsult, a third-party secure website service for appointments, request repeat prescriptions, eConsultations and viewing some parts of their medical records.

Texts, SMS and iMessages

We use Texts, SMS and iMessaging technology to keep our patients informed. Any information supplied via our Texts, SMS and iMessaging is stored securely and accessed securely by designated staff. Patients can opt out if they do not wish to be informed in this or any other manner.

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 is 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.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk

The practice is registered with the Information Commissioners Office (ICO).

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is Cairngall Medical Practice, 2 Erith Road, Belvedere, DA17 6EZ. Tel: 01322434144.

(ICO No: Z6671003)

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:

Cairngall Medical Practice, 2 Erith Road, Belvedere, DA17 6EZ. Tel: 01322434144.

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). www.ico.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate)

1st March 2018