

# LATHOM ROAD MEDICAL CENTRE

## Privacy Notice - How & why we use your personal information

This fair processing notice explains why the GP practice including our surgery collects information about you and how that information may be used.

The health care professionals who provide you the 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 care records may be electronic, on paper or 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 care 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.

Some of the information will be held centrally and used for statistical purpose. 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 Emis Egton(data sharing Agreement), 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.

# LATHOM ROAD MEDICAL CENTRE

## Medicine management

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 through Newham Clinical 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:

- GDPR and Data Protection Act 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 principals. 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 Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private sector Providers
- Ambulatory Trusts
- Clinical Commissioning Groups
- Social Care Services
- Fire and Rescue Services
- Police and Judicial Services
- Voluntary Sector providers
- Other 'Data Processors' which you will be informed of

# LATHOM ROAD MEDICAL CENTRE

You will be informed who your data will be shared with and in some cases, asked for explicit consent for this to happen when required.

We may also use external companies to process personal information, such as for archiving purpose. The companies are bound by contractual agreements to ensure information is kept confidential and secure.

## Processors of personal data

In order to deliver the best possible service, the practice contracts Processors to process personal data, including patient data on our behalf.

When we use a Processor to process personal data we will always have an appropriate legal agreement in place to ensure that they keep the data secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by a Processor include:

Companies that provide:

IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and service accessible through the same) data hosting service providers; systems which facilitate appointment bookings or electronic prescription services and document management services.

Delivery services (for example if we were to arrange for delivery of any medicines to you).

Payment providers (if for example you were paying for a prescription or a service such as travel vaccinations).

## Access to personal information

You have a right under the GDPR and Data Protection Act 2018 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 directly 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

# LATHOM ROAD MEDICAL CENTRE

## Objections / Complaints

Should you have any concerns about how your information is managed at the GP, please contact the GP Practice Manager. If you are still unhappy following a review by the GP practice, you can then contact the ICO at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

Website: ([www.ico.gov.uk](http://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.

## Change of Details

It is important that you tell the person treating you in 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

GDPR and Data Protection Act 2018 require 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 (ICO).

## DATA PROTECTION COMPLIANCE

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is Kamaljeet Sall. Any changes to this notice will be published on our website and displayed in prominent notices in the surgery.

The Partnership is registered as a data controller under the Data Protection Act 1998.

Name of the Practice: Lathom Road Medical Centre

Registration number: Z1064350

Our Data Protection Officer is:

Kamalaljeet.sall@nhs.net- Practice Manager

Contact: [newccg.lathom.patients@nhs.net](mailto:newccg.lathom.patients@nhs.net)

Our registration can be viewed on-line in the public register at [www.ico.gov.uk](http://www.ico.gov.uk)