

GDPR-Privacy Information Leaflet

Privacy Information Leaflet

Lathom Road Medical Centre

2A Lathom Road
East Ham
E6 2DU

T : 020 8548 5640

W : www.lathomroadmedicalcentre.co



What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

Why do we need one?

To ensure compliance with the General Data Protection Regulation (GDPR), **Lathom Road Medical Centre** **MUST ensure** that information is provided to patients about how their personal data is processed in a manner, which is:

- Concise, transparent, intelligible and easily accessible.
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is the GDPR?

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. **The GDPR came into effect on 25 May 2018.**

How do we communicate our privacy notice?

At Lathom Road Medical Centre, the privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How do we use your information?

We use your information primarily to provide you with safe and effective direct care, which may include sharing relevant details with other healthcare professionals through secure NHS services such as GP Connect. This ensures that authorised clinicians, including GPs, NHS 111 staff, hospital teams, and social care providers, can access the right information when needed and even book appointments on your behalf. In some cases, and only where there is a legal basis, limited and relevant information may also be shared with other NHS organisations for purposes such as planning services, improving efficiency, or supporting medical research. Your data may also be used to support research, but we will always gain your consent before sharing it with medical research databases such as the Clinical Practice Research Datalink, QResearch, or others where the law allows. We may also disclose information if required by law, if you give explicit consent, or where it is justified in the public interest.

Maintaining confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Lathom Road Medical Centre this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment, to determine which Integrated Care board (ICB) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

The national data opt-out programme affords patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

Accessing your records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. *Contact Lathom Road Medical Centre's data controller via email:
info.lathomroadmedicalcentre@nhs.net*
2. *GP practices are data controllers for the data they hold about their patients¹*
3. *Write to the data controller at Lathom Road Medical Centre, 2a Lathom Road, East Ham, E6 2DU*
4. *Ask to speak to the Practice Manager or the GP.*

The Data Protection Officer (DPO) for Lathom Road Medical Centre is DPO SUPPORT SERVICE

Contact details – itservicedesk.nelicb@nhs.net

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.

We regularly review our privacy policy, and any updates will be published on our website, in our newsletter and on posters to reflect the changes.