



How We Use Your Health Records

This leaflet explains:

- Why the NHS collects information about you and how it is used.
- Who we may share information with.
- Your right to see your health records and how we keep your records confidential.

Who are we?

Church Lane Surgery is a 'Data Controller' as defined by Article 4 (7) of GDPR. This means that we determine the purposes for which, and the way in which, your personal data is processed. We have a responsibility to you and your personal data and will only collect and use this in ways which are compliant with data protection legislation.

Why we collect information about you:

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you which contain information recorded by health workers who have been involved in your care.

What records about you do we keep?

We will collect general information about you including:

- Name, address, DOB,
- Contact details and emergency contacts,
- Carer or legal representative.

We will also process certain 'special category' data about our patients. This means information which is more sensitive and needs extra protection. Most of what we collect about you is information relating to your physical or mental health such as:

- Contact you have had with us in relation to appointments, clinic visits, emergency appointments etc,
- Notes and reports about your health,
- Hospital letters,
- Information about your treatment and care,
- Results of tests, x-rays, and investigations,
- Any other relevant patient information including information provided by others such as health professionals, relatives, carers or other partner organisations who you may be involved with,

It may also be necessary for us to process other special category information about you for medical purposes including, but not necessarily limited to:

- Sex life or sexual orientation,
- Racial or ethnic origin,
- Religious or philosophical beliefs.

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you and
- If you ask, show you what they have recorded about you

How we keep your records confidential

- Everyone working for the NHS has a legal duty to keep information about you confidential and this practice retains your information securely;
- We will only ask for and keep information that is necessary. We will keep it as accurate and up to-date as possible. We will explain the need for any information we ask for if you are not sure why it is needed;

- To help us protect your confidentiality it is important to inform us about any relevant changes that we should know about. This would include such things as change of personal circumstance, change of address and phone numbers;
- All persons in the practice (not already covered by a professional confidentiality code) sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.
- Access to patient records by staff other than clinical staff is regulated to ensure that they are used only to the extent necessary to enable tasks to be performed for the proper functioning of the practice. In this regards, patients should understand that practice staff may have access to their records for:
 - Identifying and printing repeat prescriptions for patients. These are then reviewed and signed by the GP.
 - Generating a medical certificate for the patient. This is then checked and signed by the GP.
 - Typing referral letters to hospital consultants or allied health professionals such as physiotherapists, occupational therapists, psychologists and dieticians.
 - Opening letters from hospitals and consultants. The letters could be appended to a patient's paper file or scanned into their electronic patient record.
- (This list is not exhaustive).

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g. large type if you are partially sighted)

What information about you do we share?

The reason we share your information is solely for the purpose of you direct care. There are currently two ways that this can be processed.

Summary Care Record

A Summary Care Record will, in its basic form, contain important information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines that you have had.

Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed. Your Summary Care Record will also include data to uniquely identify you correctly.

You can also ask your practice to include additional information such as current conditions on your SCR. It is very straight forward to add but we can only do this with your express permission.

GP clinical system

From time to time it is helpful for us to be able to share information about your health and care requirements with other health organisations that are responsible for your health care. Work has been ongoing to improve the way that medical records are made available to treating clinicians nationally. As a result of this work we are now able to share clinical information between health professionals including other GP practice, child health services, community health services, hospitals, out of hours, palliative care and similar.

Sharing of information in this way is designed to ensure that the healthcare professional looking after you has the most relevant information to enable them to provide you with the most appropriate care. The type of information shared includes a summary of current problems, current medication, allergies, recent tests, diagnosis, procedures, investigations, risks and warnings - all information is currently held in your GP system record (unless marked as private).

Whenever a clinician from another healthcare organisation wishes to view your record they should seek your permission before doing so: if you say "no" they will not be able to see any information. We have automatically set up the sharing facility to allow your information to be shared. However, if you do not wish us to share your information in this way please let us know and we will ensure that your information is not shared.

Sharing information helps clinicians to make decisions based upon wider knowledge of you and also helps to reduce the number of times you or your family members are asked the same question. **In short, it assists clinicians to provide more "joined up care".**

An audit log is maintained showing who has accessed your record, and when, and you are entitled to request a copy of that log

Other Agencies

The NHS may not be the only government service to provide you with the care you need. It may be necessary for us to provide information to other agencies directly involved in your care. This could include for example NHS Trust, Police, Education Services, Independent contractors such as dentists, opticians, pharmacists etc. This list is not exhaustive. Under these circumstances we will seek your consent before information is shared.

We may request your specific consent to use personal information in research projects or other non-medical aspects of treatment. If you do not wish your information/medical records to be accessed for such a purpose, please inform a member of staff.

Can you ask for your information not to be shared?

You can ask for any information and/or consultation to be marked as **private**. This means that viewing this particular information and/or consultation is restricted to staff (clinical and non-clinical) in the practice, but allows the rest of the record to be viewed by whoever is treating you. It is your responsibility to tell us if there is any information that you wish to be marked as private.

Can I change my mind?

Yes, you can always change your mind and amend who you give consent to see your records.

For instance, you can decline to share your records out from the surgery, but if you build up a relationship with the physiotherapist who was treating you and they ask you if they could look at an x-ray report, you could give your consent at that point for them to view your records.

You will be referred back to us to change your preference, so the physio treating you should - with your permission - be able to see your records by the time of your next appointment.

If I decline - what happens in an emergency?

In the event of a medical emergency, for instance if you were taken unconscious to A+E, and the clinician treating you feels it is important to be able to see your medical records, he will be able to override any consents set.

However, the doctor has to give a written reason for doing so. Where this happens an audit is undertaken by the local Caldicott Guardian (the person with overall responsibility for Data Protection compliance).

If you would prefer not to have your record shared in any of these ways, please ask at reception for a consent form, complete and return to the surgery.

Mailing

The practice uses the services of Whistl CFH Total Document Management- a UK-based secure print and mailing company. The company has achieved a 100% rating when completing the Department of Health's Information Governance Toolkit Assessment and meets with the terms and conditions of the DH Information Governance Assurance Statement.

Access to your records?

The Data Protection Act 1998 gives every living person, or an authorised representative, the right to apply for access to their health records. You have a right to ask for a copy of records held about you. We are required to respond within 30 working days. There is not a charge for this service unless it is deemed excessive. Should this affect you then you would be notified of any costs or an alternative means of access if preferred.

You will be asked to complete a form (available at reception) to give adequate information (for example, full name, address, date of birth, NHS number) and you will be required to provide photographic ID before any information is released to you.

If you think anything is factually inaccurate or incorrect, please inform your GP.

Can I access my medical records online?

Yes, you can. Please pick up a copy of our leaflet "Online Services Patient Information" for more information on how to go about this.

Can anyone else see my medical records?

Not unless you give your written consent for this to happen.

On a daily basis, we get requests from insurance companies to either have copies of medical records or excerpts from patients' medical records. This requires your signed consent as it has not been requested to treat/care for you.

Occasionally, we are asked for information from the records for legal reasons; again, this has to be done with your written consent, or in very exceptional cases, by court order.

CCTV and Code of Practice

Church Lane Surgery has a CCTV system in place. It is installed at the Practice premises for the purposes of staff, patient and premises security. Cameras are located at various places throughout the surgery.

The use of CCTV falls within the scope of the Data Protection Act 1998. This code of practice follows the recommendations issued by the Data Protection Commissioner in accordance with powers under Section 51 (3) (b) of the 1998 Act.

This installation of CCTV ensures the following:

- Ensure the safety of patients, personnel and property
- Reduce costs of vandalism
- Reduce costs of theft or damage to expensive medical equipment and other valuable assets
- Protect staff and patients by deterring and resolving disruptive and violent behaviour in waiting rooms and other public access areas
- Reduce the risk and cost of theft of drugs from the surgery
- Deter and protect against the threat of patient abductions or abuse

- CCTV is in place in the waiting room, corridor and reception.
- CCTV has been installed solely for the safety and security of our patients and staff.
- CCTV provides a live feed to the reception desk, but images are not recorded.

What is the lawful basis for processing personal data?

There are a number of reasons we may rely on to process your personal data in line with Article 6 and Article 9 of GDPR. These are:

- Because we have a legal obligation,
- Because it is in the public interest or we have official authority,
- To protect the vital interests of you or another person,
- for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services,
- reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices,
- research or statistical purposes,

Use of Clinical Tools

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 RAIDR (Reporting Analysis & Intelligence Delivering Results), 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.

Any questions

If you have any questions, please speak to a receptionist. If necessary, they will arrange for another member of the team to give you a call.