

PRIVACY NOTICE

Latham House Medical Practice



This privacy notice explains why LHMP collects information about you, how we keep it safe and confidential and how that information may be used.

Why we collect information about you

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and information such as outcomes of needs assessments.

Details we collect about you

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

Records which we may hold about you may include the following:

- Details about you, such as your address and next of kin, emergency contacts
- Your home telephone number, mobile phone number, email address
- Any contact the surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments, etc.
- Notes and reports about your health, 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

- Video images on our CCTV files

To ensure the security of our building and staff we have CCTV in various locations. This records images 24/7. The retention of the images is kept on a separate computer server and is only accessed should an incident have occurred and would only be shared in such circumstances. Your image might be on view, but you are not identified in any way nor is any personal information shared alongside any such images.

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- Phone call recording

To help with training of our staff we record our telephone calls. As our staff will ask for patient identifiers in our telephone calls a patients' details are recorded. Access to this database is by password protected systems to ensure it is only used for the purposes of training.

Medical Records

All records held electronically will be accessible via smartcard and passwords. Electronic records are retained even if you have left our Practice, and audit trails are in place if we have to then access them for any reason.

Paper records are sent to your new GP when called, and if a patient dies Primary Care Support England will recall their paper held records.

How we keep your information confidential and safe

All your GP NHS health records are kept electronically. Our GP records database is hosted by EMIS Health Ltd, who is acting as a data processor, and all information is stored on their secure servers in Leeds, is protected by appropriate security, and access is restricted to authorised personnel.

We also make sure that the data processors that support us are legally and contractually bound to operate and can prove security arrangements are in place where data that could or does identify a person is processed.

We only email you or use your mobile number to text you, regarding matters of medical care, such as appointment reminders and (if appropriate) test results. *Unless you have separately given us your explicit consent, we will not email you for non-medical matters (such as surgery newsletters and other information).*

We can send prescriptions electronically and on rare occasions might fax them to the intended person. This is a secure process with restricted access rights to ensure your information remains confidential.

We maintain our duty of confidentiality to you always. 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), or where the law requires information to be passed on.

How we use information about you

Confidential patient data will be shared within the healthcare team at the practice, including nursing staff, admin staff, secretaries and receptionists, and with other healthcare

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professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Details of who is authorised to access your GP record can be found on our website, or in our Practice booklet.

Data Processors

Latham House Medical Practice use data processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients. Details of these data processors can be found on our website or in our Practice booklet.

Referrals for specific health care purposes

Other than when we refer you for a specialist NHS opinion we sometimes provide your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way. These include:

- Referrals for home oxygen services (“HOOF”)
- Referrals for Diabetes dietary advice (“DESMOND”)
- Referrals for Diabetic Eye Screening
- Referrals for Prediabetes advice

These referrals can be processed electronically through the electronic referral system or on very odd occasion by fax.

Data Sharing Schemes

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise. These schemes are as follows:

- The National Summary Care Record (SCR) / Enhanced Summary Care Record
- EMIS Web data streaming (when activated)
- Remote Consultations (when activated)
- Adastra Web Access (when activated)
- UHL – ICE – storage of blood test results locally

Details of these schemes, and of your right to opt-out of any or all of them, can be found on our website or in our Practice booklet.

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Mandatory disclosures of information

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed.

That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

Organisations that we are sometimes obliged to release information to include:

- NHS Digital (e.g. the national Diabetes Audit)
- CQC - The Care Quality Commission
- DVLA – The Driver and Vehicle Licensing Agency
- GMC – The General Medical Council
- HMRC – Her Majesties Revenue and Customs
- NHS Counter Fraud
- The Courts
- Public Health England
- Local Authorities (Social Services)
- The Health Service Ombudsman
- Police (only mandatory if an immediate threat to life)

Permissive disclosures of information

Only with your explicit consent, Latham House Medical Practice can release information about you, from your GP record, to relevant organisations. These may include:

- Your employer
- Insurance Companies (paper reports are kept for 6 months these are also stored on your lifelong medical records)
- Solicitors
- Local Authorities
- Police

Accessing your information on other databases

Latham House Medical Practice can access certain medical information about you, when relevant or necessary, that is held on other databases (i.e. under the control of another data controller). These include NHS Digital's Open Exeter database, Anglia ICE - the hospital site where blood test requests and results are stored. Accessing such information would only be for your direct medical care.

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Research

Latham House Medical Practice sometimes undertakes accredited research projects. Where this involves accessing identifiable patient information, we will only do so with the explicit consent of the individual and Research Ethics Committee approval, we are a member of the Primary Care Research Network.

Latham House Medical Practice is not currently involved with other research projects such as Clinical Practice Research database (CPRD) or QResearch, and we do not permit secondary processing (e.g. for research, “analytics”, commissioning, commercial or political purposes) of our patients’ information.

Your right to opt-out of sharing your information

You have the right to opt-out (or object) to ways in which your information is shared, both for direct medical care purposes (such as the national NHS data sharing schemes), i.e. *primary uses* of your information, or for purposes other than your direct medical care – so-called *secondary uses*

Details of these purposes, and how you can opt-out can be found on our website.

Accessing your own medical information

You have the right to access your own GP record in a physical copy. Details of how to do this can be found on our website.

You can also sign up to have secure online access to your electronic GP record. Again, details of how to do this can be found on our website.

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.

We are registered as a data controller and our registration can be viewed online in the public register at:

<https://ico.org.uk/about-the-ico/what-we-do/register-of-data-controllers/>

Complaints

If you have concerns or are unhappy about any of our services, please put this in writing for the attention of the Executive Manager. Details of how to complain are on our website, or available in the surgery.

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For independent advice about data protection, privacy, and data sharing issues, you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Phone: 08456 30 60 60
Website: www.ico.gov.uk

Further Information

Any data breach will be reported to the Information Commissioners Office (ICO) if they are likely to affect rights and/or freedom of individuals within 72 hours. If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact the surgery's Caldicott Guardian/ Information Governance Lead who is Dr M Jones.

Our named data protection officer is Debbie Perry.

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