**Privacy Notice**

**How we use your personal information**

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 are used to help to provide you with the best possible healthcare.

NHS health care 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 this GP Practice hold about you may include the following information;

• Details about you, such as your name, address, carers, legal representatives and 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 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.

**Med 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. Guidance is provided to practices within Barking and Dagenham by The Medicines Management Team.

[***The care.data programme – collecting information for the health of the nation***](https://www.england.nhs.uk/ourwork/tsd/care-data/)

**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 General Data Protection Regulation 2016  
• 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

**If you wish to** opt out of sharing your information **YOU MUST DO IT YOURSELF .**

**GO TO:** Your NHS Data Matters website [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) where you can find out more and set a national data opt out.

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 partners?**  
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  
• Other 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.

**Access to personal information**

You have a right under the Data Protection Act 1998 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 direct to them   
• We are required to respond to you within 30 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.

**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 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.

**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). And there is a notification available for you to see.

**Who is the Data Controller?**

The Data Controller, responsible for keeping your information secure and confidential is: Dr Dinesh Shah Parkview Medical Centre.

**Complaints**

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the address at the top of this document.

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**](http://www.ico.org.uk), casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745

**Access or Freedom of Information requests**

***We are committed to complying to right of access requests under Data Protection Act 2018 and the Freedom of Information Act 2000.***

*However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time.  Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.*

*The Information Commissioners Office has recognised the current situation in the NHS* [*https://ico.org.uk/about-the-ico/news-and-events/icos-blog-on-its-information-rights-work/*](https://ico.org.uk/about-the-ico/news-and-events/icos-blog-on-its-information-rights-work/)*.*

*We strive to be transparent and to work with an open culture.  But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information or records will be delayed.  We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.*

*It may therefore take up to the statutory deadline of 3 months in certain cases to respond to Subject Access Requests.*

*For Freedom of Information requests, the Practice will try and continue to process them as normal, but this will be dependent on the availability of staff.*

*If you have a complaint linked to how we are dealing with requests, please contact the Practice as noted on our website*