

Your medical records

Who we share your information with & why

JENNER HOUSE SURGERY

In line with the new laws under the General Data Protection Regulations, Jenner House Surgery would like to take this opportunity to give patients full transparency on the ways in which your data is stored and shared.

This leaflet will outline each organisation who may access your data as part of your care. We would also like to invite you to read our published Privacy Policy on the Jenner House Website.

Jenner House Surgery is committed to keeping your information safe and secure and we would only ever share the most appropriate information related to your ongoing care as a patient.

If you would like any more information at all, please do not hesitate to contact the Practice Manager.

Direct Patient Care

We may share details of your medical record to provide relevant and necessary information to another healthcare professional or organisation when further medical care is required, this may be as a matter of routine importance or in an emergency. This may be via letter, fax, email, telephone, online or via a referral or test request.

Appropriate information sharing is an essential part of the provision of safe and effective care. Patients may be put at risk if those who provide their care do not have access to relevant, accurate and up-to-date information about them.

This type of information sharing may be with:

• Hospitals • A&E Departments • Community Services • Physiotherapists • Local Authorities (e.g. Children & Adult Services) • Private Consultants • Community Pharmacy (with your consent) •



Other Clinical and Community Staff

Other healthcare professionals working within Jenner House Surgery may access your GP record as part of your clinical care.

This type of information sharing may be with:

Midwives – to review/administer records of pregnant women under the care of the midwife

District Nurses – to review/administer records of housebound patients receiving nursing care

Dietitians – to review/administer records of patients under the care of the dietitian

Paramedic Practitioners – to review/administer records of housebound patients requiring a home visit

Clinical Pharmacists - to review/administer records of patients with medications queries/reviews

Medicines Management Pharmacists – to conduct safety, efficiency and clinical audits to support prescribing of medicines

Physiotherapists – to review/administer records of patients on the physiotherapy caseload

Integrated Care Team & Multidisciplinary Team – including Community Nurses, Mental Health Professionals, Paramedic Practitioners and Health Visitors – to review care of our more vulnerable patients





Referral to Specialist Programme/Service

We may refer you to a specialist programme to support you with your condition or chronic disease; we will always do this following a discussion with you and after obtaining your consent.

This type of information sharing may be with:

- Diabetes Education Programme (DESMOND)
- Diabetic Retinopathy Service
- Healthier You (Pre-diabetes programme)
- MISSION COPD Clinic
- Home Oxygen Service

Extended Care

Recent projects have greatly improved patient access to services and as a result of this, better information sharing is required to provide patients with extended care, such as within out of hours appointments.

This type of information sharing may be with:

Frimley Park Hospital Out of Hours – for out of hours appointments on a Sunday.

Other GP Practices – if patients book an appointment out of hours with another practice.

GP Out of Hours Service & NHS 111 – a summary of your medical record is available to clinicians consulting you on your care.

Ambulance Service – enables clinicians working for the ambulance service to access relevant medical information about patients when required.

A&E – enables clinicians working in Frimley Park Hospital A&E to access relevant medical information when required.



National & Local Databases

Summary Care Record (Basic)

Allergies & medications can be viewed by other NHS healthcare professionals with the appropriate authority, to support you in your care, all over the UK. Only clinicians consulting you at that time can access the record and they will have to obtain your explicit consent first.

Summary Care Record (Enriched)

As above, however a more detailed record is available (i.e. more than allergies and medications).

Care and Information Exchange (CHIE) – from October 2018

CHIE allows healthcare professionals in **Hampshire only** to view information extracted from the GP record when providing direct medical care to a patient.

CHIE can also provide anonymised information to third parties for research and planning within the NHS and social care.

Patients can choose to opt out of sharing their data for either purpose.



Data Processors

A number of organisations help us manage your medical information on our behalf, under our instruction and control.



- **EMIS Health Ltd** - our electronic GP records database
- **Docman Ltd** – provides software for storage of electronic documentation
- **Hampshire County Council** - NHS Health Checks – Hampshire County Council invite patients on our behalf into the Practice for an NHS Health Check
- **Electronic Prescribing Service** - enables the electronic transfer of prescriptions
- **Local Community Pharmacies** – may collect prescriptions on a patients behalf
- **Egerton GP Web Solutions** - Practice website
- **Health Intelligence Ltd (Diabetic Retinopathy Screening)** – to invite patients with diabetes for eye screening
- **Open Exeter** – allows the Practice to invite patients in for screening in a number of areas including cervical cytology (smears) and childhood immunisations
- **Frimley Health Sunquest ICE** – provides Jenner House Surgery with relevant information on blood tests and other investigations requested by the Practice but also consultants at Frimley Park Hospital
- **Frimley Health GP Browser** – provides Jenner House Surgery with relevant information about patients recently admitted, seen or discharged from Frimley Park Hospital
- **INR Star** –software to support the monitoring of patients prescribed warfarin

Statutory & Permissive Disclosures

Under some circumstances, the practice is required by law to share relevant information about you to certain organisations:

Care Quality Commission (CQC)

The Courts

Driving & Vehicle Licensing Agency (DVLA)

General Medical Council

Health Service Ombudsman

HM Revenue and Customs (HMRC)

NHS Counter

National Diabetes

NHS Digital

NHS Digital – NHS Health Checks

NHS Digital - Spine Services

Disclosures to the Police

Public Health

Child Protection/Children's Services

Safeguarding Adults Services

Other third parties – insurance, solicitors, employers – in relation to a case or claim, in all instances consent from the patient will be obtained



Complaints and Legal Proceedings

Medical Defence Organisations - disclosure of information from a patients medical records may be required in the event of actual or possible legal proceedings.

Complaints - Communications from the patient record in relation to a complaint may be extracted, this is not normally shared however copies are occasionally made whilst the complaint is active and stored in a folder secured in the Practice Managers Office .



Communicating with our Patients

We communicate with our patients via letter, telephone, email and text message.

Text Messages (SMS)

Patients are free to provide Jenner House Surgery with their mobile phone number and such permission will usually be documented in the individual's GP record to allow Jenner House Surgery staff to use text messaging if needed, or if preferred by the patient.

The majority of SMS messages are automatically generated to remind patients of forthcoming surgery appointments that they have booked.

Other uses include inviting eligible patients to attend for flu clinics, vaccines or annual reviews (e.g. asthma, COPD).

mjog is the name of the organisation that provide this service for us.

A unique patient identifier code is uploaded to the mjog website. The website has an encrypted link to the patient database which is interrogated for the patient's name and mobile number. mjog employees would only have access to this identifiable information when troubleshooting – they will sometimes offer remote technical support with the consent of the member of staff.

Email

If patients have provided us with their email address, we may contact you through these means to discuss your care.

Emails are held within NHS Mail – a highly secure network, all email accounts are password protected.

Other uses include inviting eligible patients to attend for flu clinics, vaccines or annual reviews (e.g. asthma, COPD).

Under the new rules of GDPR we are required to ask you for your permission to continue to send you texts and emails regarding matters outside your direct patient care (practice information, health campaigns and eligibility for vaccines & the practice newsletter). A consent form is available from Reception.

Opting Out

Patients have the right to opt out of specific data sharing whereby there is no legal or statutory basis for its use.

Jenner House Surgery has created a universal 'opt out' form for patients to complete to express their wishes, please ask the Patient Services Team for a copy.

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