

Privacy Notice

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read this privacy notice ('Privacy Notice') carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

Update: Covid-19 and the use of your information

To look after your healthcare needs during the current coronavirus pandemic, we may urgently need to share your personal information including medical records with clinical and non-clinical staff who belong to organisations that are permitted to use your information and need to use it to help deal with the Covid-19 pandemic. This means that we may need to share your personal information for the purposes of treating you or a member of your family, and to allow us and other healthcare organisations to monitor the disease, assess risk and manage the spread of the disease. We may also need to use your information and health data to enable digital consultations and diagnoses, although we will always do this with your security in mind. We will only share your personal information when it is necessary to meet your needs or to meet public healthcare needs. These are temporary measures introduced by the Secretary of State for Health and Social Care and, unless a further extension is required, will expire on 30 September 2020.

Please note that the data protection and electronic communication laws do not stop us from sending public health messages to you, either by phone, text or email, as these messages are not direct marketing.

GPES Data for Pandemic Planning and Research (COVID-19)

Data Provision Notice for the extraction of General Practice data to be shared in support of vital planning and research for COVID-19 purposes.

The purpose of this data collection is to respond to the intense demand, from across a wide range of interested parties, for General Practice data to be shared in support of vital planning and research for COVID-19 purposes, including under the [legal notices issued by the Secretary of State under Regulation 3\(4\) of the Health Service \(Control of Patient Information\) Regulations 2002](#) (COPI).

NHS Digital has therefore been requested by the joint co-chairs of the Joint GP IT Committee* (the British Medical Association and the Royal College of General Practitioners)

to provide a tactical solution during the period of the COVID-19 pandemic to meet this demand and to relieve the growing burden and responsibility on General Practices.

Please see the link to the NHS digital website below for more information.

[Information](#)

1. WHY WE ARE PROVIDING THIS PRIVACY NOTICE

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please do contact our **Data Protection Officer** (details below).

The Law says:

- A. We must let you know why we collect personal and healthcare information about you;
- B. We must let you know how we use any personal and/or healthcare information we hold on you;
- C. We need to inform you in respect of what we do with it;
- D. We need to tell you about who we share it with or pass it on to and why; and
- E. We need to let you know how long we can keep it for.

2. THE DATA PROTECTION OFFICER

The Data Protection Officers for the Practice are Helen Williams and Emily Hutchings. You can contact via The Grove Medical Centre if:

- You have any questions about how your information is being held;
- If you require access to your information or if you wish to make a change to your information;
- If you wish to make a complaint about anything to do with the personal and healthcare information we hold about you;
- Or any other query relating to this Policy and your rights as a patient.

3. ABOUT US

We, at The Grove Medical Centre Surgery, are a **Data Controller** of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be **Data Processors**.

The purposes for which we use your information are set out in this Privacy Notice.

4. INFORMATION WE COLLECT FROM YOU

The information we collect from you will include:

- A. Your contact details (such as your name and email address, including place of work and work contact details);
- B. Details and contact numbers of your next of kin, Legal representatives Carers and emergency contact details;
- C. Your age range, gender, ethnicity;
- D. Details in relation to your medical history;
- E. The reason for your visit to the Surgery- such as appointments, clinic visits, emergency appointments, etc ;
- F. Medical notes and details of diagnosis and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare.
- G. Results of investigations such as laboratory tests, x-rays, etc.

5. INFORMATION ABOUT YOU FROM OTHERS

We also collect personal information about you when it is sent to us from the following:

- A. A hospital, a consultant or any other medical or healthcare professional, or any other person involved with your general healthcare.
- B. 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. This service is provided to practices within Dorset through North Dorset Clinical Commissioning Group.
- C. The NHS provides national screening programmes so that certain diseases can be detected at an early stage. These screening programmes include bowel cancer, breast cancer, cervical cancer, aortic aneurysms and a diabetic eye screening service. The law allows us to share your contact information with Public Health England so that you can be invited to the relevant screening programme.

6. YOUR SUMMARY CARE RECORD

Your summary care record is an electronic record of your healthcare history (and other relevant personal information) held on a national healthcare records database provided and facilitated by NHS England.

This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct healthcare.

You may have the right to demand that this record is not shared with anyone who is not involved in the provision of your direct healthcare. If you wish to enquire further as to your rights in respect of not sharing information on this record then please contact our Data Protection Officer.

To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, please visit www.nhs.uk/my-data-choice.

Note if you do choose to opt out, you can still consent to your data being used for specific purposes. However, if you are happy with this use of information you do not need to do anything. You may however change your choice at any time.

7. WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO, AND WHY

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment. This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in providing better care to you and your family and future generations. However, as explained in this privacy notice, confidential information about your health and care is only used in this way where allowed by law and would never be used for any other purpose without your clear and explicit consent.

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of your direct healthcare needs. It, therefore, may be important for them to be able to access your information in order to ensure they may properly deliver their services to you:

- A. Hospital professionals (such as doctors, consultants, nurses, etc);
- B. Other GPs/Doctors;
- C. Pharmacists;
- D. Nurses and other healthcare professionals;
- E. Dentists;

- F. Any other person that is involved in providing services related to your general healthcare, including mental health professionals.
- G. NHS Trusts / Foundation Trusts
- H. Private Sector Providers
- I. Voluntary Sector Providers
- J. Ambulance Trusts
- K. Social Care Services
- L. Health and Social Care Information Centre (HSCIC)
- M. Education Services
- N. Fire and Rescue Services
- O. MJog for the purposes of providing appointment reminders by text messaging;
- P. AccuRx for the purposes of e-consultation, video calling or text messaging you to provide or request health information related to your direct care and treatment;
- Q. Attend Anywhere for providing a secure video call service for video consultations for the purposes of providing direct care and treatment;

8. OTHER PEOPLE WHO WE PROVIDE YOUR INFORMATION TO

- A. Commissioners;
- B. Clinical Commissioning Groups;
- C. Local authorities;
- D. Community health services;
- E. For the purposes of complying with the law e.g. Police, Solicitors, Insurance Companies;
- F. Anyone you have given your consent to, to view or receive your record, or part of your record. **Please note, if you give another person or organisation consent to access your record we will need to contact you to verify your consent before we release that record. It**

is important that you are clear and understand how much and what aspects of, your record you give consent to be disclosed.

- G. **Extended Access** – we provide extended access services to our patients which means you can access medical services outside of our normal working hours. In order to provide you with this service, we have formal arrangements in place with the Clinical Commissioning Group and with other practices whereby certain key “**hub**” practices offer this service on our behalf for you as a patient to access outside of our opening hours. This means, those key “**hub**” practices will have to have access to your medical record to be able to offer you the service. Please note to ensure that those practices comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those purposes only.

The key **Hub** providers are as follows:

Whitecliff Group Practice - Blandford

The Grove Medical Centre - Sherborne

Eagle House Surgery - Blandford

Gillingham Medical Practice - Gillingham

Apples Medical Centre - Sherborne

Blackmore Vale Partnership – Sturminster Newton & Shaftesbury

Yetminster Medical Centre - Yetminster

Dorset Healthcare Universities Foundation NHS Trust

- H. **Data Extraction by the Clinical Commissioning Group (CCG) and the Royal College of General Practitioners (RCGP)** – the clinical commissioning group and the royal college of general practitioners at times extracts medical information about you, but the information we pass to them via our computer systems **cannot identify you to them**. This information only refers to you by way of a code that only your practice can identify (it is pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the Clinical Commissioning Group or Royal College of General Practitioners from **ever** identifying you as a result of seeing the medical information and we will **never** give them the information that would enable them to do this.

There are good reasons why the Clinical commissioning Group or the Royal College of General practitioners may require this pseudo-anonymised information, these are as follows:

- to support medical research when the law allows us to do so, for example to learn more about why people get ill and what treatments might work best;
- we will also use your medical records to carry out research within the practice.

This is important because:

- the use of information from GP medical records is very useful in developing new treatments and medicines;
- medical researchers use information from medical records to help answer important questions about illnesses and disease so that improvements can be made to the care and treatment patients receive.

The Grove Medical Centre Surgery is a signatory of the Dorset Information Sharing Charter. The Dorset Information Sharing Charter (DiSC) enables partner organisations to share information safely and provide a more integrated service for residents.

DiSC aims to provide Dorset partner agencies with a robust foundation for the lawful, secure and confidential sharing of personal information between themselves and other public, private or voluntary sector organisations that they work, or wish to work, in partnership with.

It will enable all partner organisations to share information safely and provide a more integrated service for residents. More information on this charter can be found here:

<https://www.dorsetforyou.gov.uk/care-and-support-for-adults/dorset-information-sharing-charter-disc/dorset-information-sharing-charter-disc.aspx>

I. Population Health Analytics

As well as using your information in caring for you, your information may be used to help improve the way we provide health and social care through research, service planning and population health management approaches. Using the information in this way is sometimes called 'secondary use'.

We are working with partners including Dorset Healthcare and Optum to support the Dorset Health & Care system to improve short term and medium-term health outcomes for local populations through the application of Population Health Management. We will use the services of Dorset HealthCare as part of the Intelligent Working Programme (IWP), who will pseudonymise and extract the data and transfer it to Optum for linking with Secondary Uses Services (SUS) data. A small number of analytics specialists from Optum alongside analytics staff in Dorset, all of whom are based in the UK will have access to data which will have been pseudonymised in accordance with the ICO Code of Practice. This means that no one will be able to identify individuals and the data they receive will ensure anonymity. Patients who have chosen not to share their data will be excluded from source and their data will never be extracted from the GP system.

9. ANONYMISED INFORMATION

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

10. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

A. Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please email our Data Protection Officer. We will provide this information free of charge however, we may in some **limited and exceptional** circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require. We will require a form of identification from you to supply this.

B. Online Access

You may ask us if you wish to have online access to your medical record. However, there will be certain protocols that we have to follow in order to give you online access, including consent and production of documents that prove your identity.

Please note that when we give you online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

C. Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

D. Removal

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

E. Objection

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. not given within this notice. We would ask you for your consent in order to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

F. Transfer

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

11. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

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:

- GDPR May 2018 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

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

12. HOW WE USE THE INFORMATION ABOUT YOU

We use your personal and healthcare information in the following ways:

- A. when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on-going healthcare;
- B. when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

13. LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION

The Law says we need a **legal basis** to handle your personal and healthcare information.

CONTRACT: We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.

CONSENT: Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

NECESSARY CARE: Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position not to be able to consent.

LAW: Sometimes the Law obliges us to provide your information to an organisation (see above).

14. SPECIAL CATEGORIES

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

PUBLIC INTEREST: Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment;

CONSENT: When you have given us consent;

VITAL INTEREST: If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);

DEFENDING A CLAIM: If we need your information to defend a legal claim against us by you, or by another party;

PROVIDING YOU WITH MEDICAL CARE: Where we need your information to provide you with medical and healthcare services

15. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice.

16. UNDER 16s

We have an information leaflet available designed for children to support them in understanding about their data. Please ask at reception or click the link on our website.

17. IF ENGLISH IS NOT YOUR FIRST LANGUAGE

If English is not your first language you can request a translation of this Privacy Notice. Please contact our Data Protection Officer.

18. COMPLAINTS

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our Data Protection Officer.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

19. OUR WEBSITE

The only website this Privacy Notice applies to is the Surgery's website. If you use a link to any other website from the Surgery's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

20. SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

21. TEXT MESSAGING/EMAILING AND CONTACTING YOU

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have your up to date details. This is to ensure we are sure we are actually contacting you and not another person. This also applies if you have given consent for us to use your email address please keep us updated of any change.

We record all incoming and outgoing telephone calls to and from the Practice for the following purposes:

- to help with staff training (in this instance a transcript of the call is created which contains no patient identifiable or sensitive information);
- to enable us to obtain the necessary facts in the event of a complaint;
- for patient telephone consultations (in this instance a transcript of the call is created and entered into the individual patient health record);
- for medico-legal purposes; and
- for quality assurance to allow us to audit and improve our service to you.

Recordings of telephone calls will only be accessed where necessary by the Practice management team. Recordings are stored in accordance with the Records Management Code of Practice for Health and Social Care 2016 Retention Schedule, after which they are deleted.

22. WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Privacy Notice in the Surgery's reception, on our website, or a copy may be provided on request.

23. CHANGES TO OUR PRIVACY NOTICE

We regularly review and update our Privacy Notice. This Privacy Notice was last updated on 08/04/2020.

24. NATIONAL DATA OPT-OUT

The national data opt-out was introduced on 25 May 2018, enabling patients to opt out from the use of their data for purposes beyond their individual care, such as to help with:

- improving the quality and standards of care provided;
- research into the development of new treatments;
- preventing illness and diseases;
- monitoring safety;
- planning services.

Patients can view or change their national data opt-out choice at any time by calling 0300 3035678. Further information is available at: <https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research), and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made).

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until 2020 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care.