

CASTLE GARDEN'S PRIVACY INFORMATION LEAFLET

Castle Gardens Surgery has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

Improved Access Collaborative

As part of our Improved Access Initiative, **Castle Gardens Surgery** patients will be able to book evening and weekend appointments, both here and at other local GP Practices [*The practices involved in delivering this service across North Devon are: **Bideford Medical Centre, Bideford/ Wooda Surgery, Bideford/ Northam Surgery, Northam/ Brannam Medical Centre, Barnstaple/ Castle Gardens Surgery, Torrington/ Torrington Health Centre, Torrington/ Black Torrington Surgery, Black Torrington/ Hartland Surgery, Hartland.***

Community Pharmacists based in Barnstaple, Bideford and Ilfracombe will also be offering additional appointments for North Devon patients.]

This will benefit you as a patient as it ensures that there are more appointments available to you at times that are more convenient out of the practice's usual hours.

To ensure that the Clinician has full access to your medical records, when you book your appointment the Administrator will ask you to consent to sharing your medical records, which will ensure an effective and safe service.

This sharing occurs electronically through our clinical system and the sharing only occurs when you choose to book an appointment at another practice. You will be reminded of this when you book the appointment and your consent to share your medical record is taken.

Your data will be kept secure using the same clinical system used to access your medical record when you visit us for an appointment. The clinician you visit will be required to gain your consent prior to accessing your record. If you change your mind and do not wish to consent, the clinician will only be able to access your Summary Care Record. This will contain limited medical

information and will restrict the care that you can be offered. We will be notified of your record being accessed and of any changes made to your medical record. We will review this to ensure any follow up is actioned.

If you have any concerns about this, or object to the sharing of your medical record in this way, please speak to one of our reception team, who will be able to record your decision and change the settings for your record.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information may be collected by a number of sources, including Castle Gardens Surgery; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by:

- registering a Type 1 opt-out, preventing your information from being shared outside this practice, who will apply this code to your record
- **NB:** 'Type 1' objection, however, will no longer be available after 2020

This means you will not be able to object to your data being shared with NHS Digital when it is legally required under the Health and Social Care Act 2012

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at: D-CCG.CastleGardensAdmin@nhs.net. GP practices are data controllers for the data they hold about their patients¹
2. Write to the data controller* at: **Castle Gardens Surgery, Castle Hill Gardens, Torrington, EX38 8EU**
3. Ask to speak to the practice manager who is the nominated lead for data protection/ security
4. Contact our **Data Protection Officer (DPO): Bex Lovewell, bex.lovewell@nhs.net** . *[Sentinel Healthcare Southwest Community Interest Company, c/o Express Diagnostics & Treatment Services, 6 Research Way, Plymouth, PL6 8BU.]*

Objections / Complaints

Should you have any concerns about how your information is managed at Castle Gardens Surgery, please contact the Practice Manager or the Data Protection Officer as above. If you are still unhappy following a review by the GP practice, you have a right to lodge a complaint with a supervisory authority: You have a right to complain to the UK supervisory Authority as below.

Information Commissioner's Office

Wycliffe house

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 or 01625 545745

www.informationcommissioner.gov.uk

Changes to our privacy policyWe regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed annually.
