



Data Protection and your Medical Records

Introduction

Southbourne Surgery recognises the need for an appropriate balance between openness and confidentiality in the management and use of information. Southbourne Surgery fully supports the principles of corporate governance and recognises its public accountability, but equally places importance on the confidentiality of, and the security arrangements to safeguard, both personal information about patients and staff and commercially sensitive information. Southbourne Surgery also recognises the need to share patient information with other health organisations and other agencies in a controlled manner consistent with the interests of the patient and, in some circumstances, the public interest.

Southbourne Surgery believes that accurate, timely and relevant information is essential to deliver the highest quality health care. As such it is the responsibility of all clinicians and managers to ensure and promote the quality of information and to actively use information in decision making processes.

Why we collect information about you

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin.
- Contact we have had with you such as clinical visits.
- Notes and reports about your health.
- Details and records about your treatment and care.
- Results of x-rays, laboratory test etc.
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

- **discuss and agree with you what they are going to record about you;**
- **give you a copy of letters they are writing about you; and**
- **show you what they have recorded about you, if you ask.**

How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals.
- Allow you to work with those providing care.
- Make sure your care is safe and effective.
- Work effectively with others providing you with care.

Others may also need to use records about you to:

- Check the quality of care (such as clinical audit).
- Protect the health of the general public.
- Keep track of NHS spending.
- Manage the health service.
- Help investigate any concerns or complaints you or your family have about your health care.
- Teach health workers.
- Help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with your consent, unless the law requires us to pass on the information.

Use for non-clinical purposes

With your explicit permission we may use your contact details, such as Email addresses, to contact you for the following:

Newsletters – you can sign up to receive these by filling in a patient participation form from the reception desk or cancel your subscription via email to southbourne.surgery@nhs.net

Patient Participation Group (PPG) & newsletters – you can sign up using a form available in the Surgery & can cancel your subscription via email to southbourne.surgery@nhs.net

General Data Protection Regulations (GDPR)

Southbourne Surgery is aware of and will adhere to the General Data Protection Regulations (GDPR). Full details of the Practice's compliance with the GDPR is available in the Surgery and on our website at:

www.southbournesurgery.com

Southbourne Surgery will comply with GDPR article 30(1) and will document in writing and maintain a record of our processing activities, covering areas such as processing purposes, data sharing and retention. This information is available to patients in a series of Privacy Notices which are available in the surgery and on our website www.southbournesurgery.com

Notification

We are required to notify the Information Commissioner of the purposes for which we process personal information.

The details are publicly available from the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
Tel: 01625 545745

You have the right

You have the right to confidentiality under the GDPR, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide to you.
- Keep records about you confidential, secure and accurate.

- Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted).

We will not share information that identifies you for any reason, unless:

- You ask us to do so.
- We ask and you give us specific permission.
- We have to do this by law.
- We have special permission for health or research purposes.
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Our guiding principle is that we are holding your records in strict confidence.

Who are our partner organisations?

We may share information with the following main partner organisations:

- NHS Trusts (Hospitals, Community Teams).
- Special Health Authorities.
- Ambulance Service.

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Social Services.
- Education Services.
- Local Authorities.
- Voluntary Sector Providers.
- Private Sector

Anyone who receives information from us also has a legal duty to Keep It Confidential.

Access to your GP Medical Record by other organisations

Our Medical Record Computer System is set-up so that if you receive medical care from one of the organisations below, they can, with your explicit permission, gain access to your GP Medical Record, thus helping them in their care of you.

- **Community Nursing Team** – The nurses and other health professionals who work in the community and visit patients at their home.

- **OneCall & Echo & Urgent Care & Community nursing team** – The teams who coordinate Community Care, Urgent Care and End of Life Care in the community.
- **St Wilfrid's Hospice** – The team who provide tailored end of life care in the Community and at their Chichester Hospice.
- **GP Extended Access** – The Minor Injury & Minor Illness clinics providing additional GP Appointments.

These teams will not be able to access your medical record if you have not been registered with them to receive their services. They will also ask for your Explicit Consent to view your GP Medical Record when they first see or speak to you. If you say no, they will not access your record.

If you do not want one or more of these organisations to have this ability, please ask for a Sharing Dissent form from Reception. Please make such a decision carefully as it will mean that even if you subsequently gave them explicit consent, they would not be able to access your record until they have spoken to the Surgery. This would be delayed overnight and at weekends when the surgery is closed and potentially when they need such access the most.

Further Information

Further information on Data Protection and your Medical Records is available in the Surgery and on our website at:

www.southbournesurgery.com