**GABLES MEDICAL CENTRE**

**PRIVACY NOTICE**

This privacy notice explains how and why the Practice collects and uses information about you to provide you with healthcare.

The Gables Medical Centre keeps medical records confidential and complies with the General Data Protection Regulation (GDPR). Dr Russell is the Practice Data Protection Officer.

**Managing Information**

We maintain records about your health and any treatment or care you receive within the NHS in order to help provide you with the best possible healthcare.

We are committed to protecting your privacy and will only ask for and record information that is necessary, endeavouring to keep it as accurate and up-to-date as possible. Patients should keep us advised of changes of address, telephone number or any other relevant information. This is important if we need to refer you for further care at hospital or to participate in screening programmes.

Information will be recorded and retained confidentially and securely. Practice staff sign a confidentiality agreement and are bound to maintain a duty of confidentiality at all times.

**Disclosure of Information**

We will share your information, in the interests of your healthcare and subject to strict agreements on how it will be used, with other partner organisations, such as:

* local hospitals
* Northern Health & Social Care Trust
* diagnostic and treatment centres;
* Ambulance service
* NHS national screening programmes (these include bowel cancer, breast cancer, cervical cancer, aortic aneurysms and diabetic eye screening).
* other organisations involved in the provision of direct care to individual patients eg private sector providers or independent contractors such as dentists, opticians, pharmacists.
* Out of Hours Services - healthcare staff working in A&E and out of hours care will also have access to your information, if you have consented. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Emergency Care Summary – allergies and recent medications are recorded here.

We may also share your information, with your consent, with:

* Police and emergency services
* Social care and health or local authority departments
* Education, housing and public health.

Other Disclosures:

The law requires us to share information from your medical records in certain circumstances.

* Information may be shared with local health authorities/Public Health so that they can, for example, plan and manage services, check that care being provided is safe and prevent infectious diseases from spreading.
* We may be required to identify patients who could be at high risk from certain diseases such as heart disease or unplanned hospital admissions; Where only statistics are required, identifying information will be anonymised before being passed on.
* Information requested by employers, insurance companies and legal professionals. Such information will only be released with your signed consent.
* We must share your information if a court of law orders us to do so.

Safeguarding

Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm. These circumstances are rare and we do not need your consent or agreement to do this.

**Right to Access and Correct**

GDPR allows you to access information we hold about you on computer and in manual records.

You have the right to view/obtain details of the personal information we hold about you by making a subject access request (SAR). If you wish to make a subject access request or exercise any of your data rights, it is practice policy to contact the Practice Manager in writing. We are required to provide requested information within 1 calendar month.

You also have the right to have your personal information amended/rectified if it is inaccurate or incomplete and to object to information being shared for your own care. Please speak to the practice if you wish to withdraw consent.

Please see Practice ‘Subject Access Request’ policy for details.

**Retention of Records**

* All patients who receive NHS care are registered on a national database.
* This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive.
* The database is held by Business Services Organisation, a national organisation which has legal responsibilities to collect NHS data. We will hold your personal medical data during the time you are registered with the practice. If you decide to transfer to a GP in another practice, we will forward your records following the request from BSO. However for medico-legal reasons an archived copy will be retained within the computer system.

If you have any questions or if you are unhappy with how we handle your personal information, please contact the Practice Manager. You may also obtain more information from the Information Commissioner’s Office (ICO) on 0303 123 1113; <https://ico.org.uk/>

Please see attached explanatory summary:

We are required by law to provide you with the following information about how we handle your information.

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| **Data Controller** contact details | Gables Medical Centre, 45 Waveney Road, Ballymena, BT43 5BATel No 028 25653237 |
| **Data Protection Officer** contact details | Dr Stephen G Russell is the designated Data Protection Officer in the Practice |
| **Purpose** of the processing | * To give direct health or social care to individual patients.
* For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care.
* To check and review the quality of care. (This is called audit and clinical governance).
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| **Lawful basis** for processing | These purposes are supported under the following sections of the GDPR:*Article 6(1)(e) ‘…necessary for the performance of a task carried out in the public interest or in the exercise of official authority…’; and* *Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...”* Healthcare staff will also respect and comply with their obligations under the common law duty of confidence. |
| **Recipient or categories of recipients** of the processed data | The data will be shared with: * healthcare professionals and staff in this surgery;
* local hospitals;
* Northern Health & Social Care Trust
* out of hours services eg Dalriada Urgent Care
* diagnostic and treatment centres;
* Ambulance service
* NHS national screening programmes
* or other organisations involved in the provision of direct care to individual patients eg private sector providers or independent contractors such as dentists, opticians, pharmacists.

We may also share your information, with your consent, and subject to strict sharing protocols about how it will be used with:* Police and emergency services
* Social care and health or local authority departments
* Education, housing and public health.
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| **Rights to object** | * You have the right to object to information being shared between those who are providing you with direct care.
* This may affect the care you receive – please speak to the practice.
* You are not able to object to your name, address and other demographic information being sent to NHS.
* This is necessary if you wish to be registered to receive NHS care.
* You are not able to object when information is legitimately shared for safeguarding reasons. In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm.
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| **Right to access and correct** | * You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff or look at our ‘subject access request’ policy on the practice website – [www.thegablesmedicalcentre.co.uk](http://www.thegablesmedicalcentre.co.uk)
* We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
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| **Retention period** | GP medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016> or speak to the practice. |
| **Right to complain** | You have the right to complain to the Information Commissioner’s Office. If you wish to complain follow this link <https://ico.org.uk/global/contact-us/> or call the helpline **0303 123 1113** |
| **Data we get from other organisations** | We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to date when you receive care from other parts of the health service. |

May 2018