

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

Gilbert Road Medical Group aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This Privacy Notice does not provide exhaustive details of all aspect of the collection and use of personal information by Gilbert Road Medical Group; however, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Practice Manager by:

Telephone: 01224 712138

Letter: Gilbert Road Medical Group
39 Gilbert Road
Bucksburn
Aberdeen
AB21 9AN

Email: gilbertroad.administrator@nhs.scot

How We Use Your Information

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your information is used to:

- Provide a basis for all health decisions made by care professionals with and for you;
- Ensure your care is safe and effective;
- Work effectively with others providing you with care;
- Send text or letter notifications to you about appointment reminders, flu clinics, health promotion information, cancellation of clinics and changes in service provision. (You can opt out of the text notification service at any time by phoning the practice on 01224 712138).

We may also use, or share, your information for the following purposes:

- Looking after the health of the general public;
- Making sure that our services can meet patient needs in the future;
- Auditing - Using patient health information to review and improve the quality of healthcare.
Patient identifiable information is only used within the practice. (Patients have the right to request that their health information is not included in audits);
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified);

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

- Investigating concerns, complaints or legal claims;
- Helping staff to review the care they provide to make sure it is of the highest standards;
- Training and educating staff;
- Research approved by the Local Research Ethics Committee. (If there is anything to do with the research that would involve you personally, you will be contacted to provide consent).

Disclosure of Information to Other Health and Social Professionals

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

Our Partner Organisations:

- Other NHS hospitals
- Relevant GP Practices
- Dentists, Opticians and Pharmacies
- Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS)
- Voluntary Sector Providers who are directly involved in your care
- Ambulance Service
- Specialist Services
- Health and Social Care
- Out of Hours Medical Service
- NHS Scotland

We may also share your information with your consent, and subject to strict sharing protocols about how it will be used, with: Health & Social Care and Police.

Risk Prediction

Risk prediction data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive information. Information about you is collected from a number of sources in NHS Scotland including this GP Practice. A risk score is then arrived at through an analysis of your De-identifiable information by ISD Scotland and is only provided back to your GP's Data Controller in an identifiable form. Risk prediction enables your GP to focus on preventing ill health and not just the treatment of illness. If necessary, your GP may be able to offer you additional services.

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

Scottish Primary Care Information Resource (SPIRE)

NHS Scotland uses information from GP patient records to help plan and improve health and care services in Scotland. You have a choice about the information from your GP records being used in this way. You can opt out from this at any time by contacting the Practice.

For further information regarding SPIRE contact NHS Inform on 0800 22 44 88.

Emergency Care Summary (ECS)

Emergency care information such as your name, date of birth, the name of your GP, any medicines which your GP has prescribed, any medicines you are allergic to or react badly to, is shared with Out of Hours as this might be important if you need urgent medical care when the GP surgery is closed.

NHS staff (Doctors, Nurses, Accident and Emergency, Ambulance control and crews) can look at your ECS if they need to treat you when the surgery is closed. They will ask for your consent before they look at your records.

In an emergency and if you are unconscious, staff may look at your ECS without your agreement to let them give you the best possible care.

Whenever NHS staff looks at your ECS, a record is kept to allow an audit of who has looked at your information.

Key Information Summary (KIS)

Key information summary (KIS) has been designed to support patients who have complex care needs or long term conditions.

KIS allows important information to be shared with health care professionals in unscheduled care in the NHS 24, A&E, Scottish Ambulance Service, Out of Hours, hospital and pharmacy environments.

Information contained in KIS summary includes, future care plans, medications, allergies, diagnosis, your wishes, carer and next of kin details.

You have the right to say that you do not want Care staff to see ECS/KIS. Please contact the Practice on 01224 712138 to let us know.

Online Registration for Booking Appointments and Ordering Repeat Prescriptions

This service allows you to book a selection of appointments 24 hours a day, cancel appointments no longer needed, check your repeat medication, order repeat prescriptions and make changes to your email and mobile contact number where appropriate.

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

You will need to register to use this service and can de-register at any time.

Medicine Management

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 by our clinicians, our Practice employed Pharmacist and Pharmacists provided by NHS Grampian.

Computer System

This Practice operates a Clinical Computer System on which NHS Staff record information securely. This information can then be shared with other Clinicians so that everyone caring for you is fully informed about your relevant medical history.

To provide around the clock safe care, unless you have asked us not to, we will make information available to trusted organisations. Wherever possible, their staff will ask your consent before information is viewed.

We consider patient consent as being the key factor in dealing with your health information.

Shared Care Records

To support your care, and improve the sharing of relevant information to our partner organisations when they are involved in looking after you, we will share information to other NHS systems e.g. medication details for out of hours care. The general principle is that information is passed to these systems unless you request this does not happen, but that system users should ask for your consent before viewing your record.

How We Keep Your Information Confidential and Secure

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

Anyone Who Receives Information from Us Is Also Under a Legal Duty to Keep It Confidential and Secure

All persons in the Practice sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical Practice staff in order to perform tasks enabling the functioning of the Practice. These are, but not limited to:

- Typing referral letters to Hospital Consultants or allied Health Professionals.
- Opening letters from hospitals and Consultants.
- Scanning clinical letters, radiology reports and any other documents not available in Electronic format.
- Photocopying or printing documents for referral to Consultants.
- Handling, printing, photocopying and postage of medico legal and life assurance reports and other associated documents.

Right of Access to Your Health Information

The General Data Protection Regulation allows you to find out what information about you is held on computer and in manual records. This is known as “right of subject access” and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

- You will need to make a written request to the Practice Manager.
- There may be a charge for excessive requests for information held about you.
- We are required to respond to you within one month.
- You will need to give us adequate information (e.g. full name, address, date of birth, NHS Number etc, two forms of identification etc.) to enable us to identify you and provide the correct information.

Who Else May Ask to Access Your Information

- The **Court** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children parents etc.) unless we also have their consent;
- **Social Services** - The Benefits Agency and others may require medical reports on you from time to time. We will need your signed consent to provide information to them.
- **Life Assurance Companies/Employers/Occupational Health Doctors** frequently ask for medical reports on individuals. These are always accompanied by your signed consent form.

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

We will only disclose the relevant medical information as per your consent. You have the right, should you request it, to see reports prepared for Insurance Companies, employers or occupational Health doctors before they are sent.

Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people.
- Where a serious crime, such as assault, is being investigated or where it could be prevented.
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS).
- Where a formal Court Order has been issued.
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence.

The Gilbert Road Medical Group is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement and the purpose for which it was intended.

Changes to This Privacy Notice

We keep our Privacy Notice under regular review.

Concerns about Sharing Your Information

If you have any concerns about how we use or share your information, or you do not wish us to share your information, please contact the Practice Manager:

Telephone: 01224 712138

Letter: Gilbert Road Medical Group
39 Gilbert Road
Bucksburn
Aberdeen
AB21 9AN

Email: gilbertroad.administrator@nhs.net

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

Complaints

If you have a complaint about how your information is managed at the practice, please contact the Practice Manager. If you remain unhappy with the Practice's response, you can complain to the Information Commissioner Office www.ico.gov.uk

Change of Details

It is important that you tell us if any of your details such as your name, address or telephone number has changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are kept accurate and up to date at all times.

Your Rights

This section contains a description of your data protection rights.

The Right to be Informed

We must explain how we use your personal information. We use a number of ways to communicate how personal information is used, including:

- This privacy notice.
- Information leaflets.
- Discussions with staff providing your care.

The Right of Access to Your Health Information

The General Data Protection Regulations allows you to find out what information about you is held on computer and manual records. This is known as "right of subject access" and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

- You should contact the Practice in person or in writing.
- We are required to respond to you within one month.
- We may extend the time to respond to your request by up to a further two months if your request is complex or we have received a number of requests from you. However we must let you know within one month of your request and explain why an extension is necessary.
- We will require identification before releasing information.
- We normally can not charge a fee however we may charge a 'reasonable fee' if your request is excessive or we have received a number of requests from you or we may refuse to deal with the request, however we are required to inform you of this decision within one month and give you a reason for our decision.
- Under exceptional circumstances we can refuse to comply with a Subject Access request if it is felt to be manifestly unfounded or excessive but we are required to

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

justify our decision within one month of the receipt of the request. You have the right to complain to the ICO or another supervisory authority; and the ability to seek to enforce this right through a judicial remedy.

The Right to Rectification

The GDPR includes a right for individuals to have inaccurate personal data rectified or completed if it is incomplete:

- If the personal information we hold about you is inaccurate or incomplete you have the right to have it corrected.
- You may request this in writing.
- We must respond to your request within one month.
- If we consider your request to be complex or we have received a number of requests from you or we need to give further consideration of the accuracy of disputed data, we may extend the time to respond up to a further two months. We must inform you of this decision within one month of your request and explain why an extension is necessary.
- You have the right to request restriction of the processing of your personal data where you contest its accuracy and we are checking it.
- If we are satisfied that the data is accurate we will inform you that we will not be amending the data and the reason why. We will make an entry in your records stating your concerns about the information. You have a right to make a complaint to the ICO or another supervisory authority; and the ability to seek to enforce your rights through a judicial remedy.
- If it is agreed that your personal information is inaccurate or incomplete, we will amend your records accordingly.
- If for any reason we have shared your information with anyone else, perhaps during a referral to another service for example, we will notify them of the changes required so that we can ensure their records are correct.

The Right to Object

If you have any concerns about how we use or share your information, or you do not wish us to share your information, you have the right to object to how we process your personal information.

- You should contact the Practice in writing informing us of your objection.
- We must act upon receipt of your objection within one calendar month.
- If your request is complex or we have received a number of requests from you we may extend the time to respond by a further two months, however we must inform you within one month and explain the reason why an extension is necessary.

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

- In certain circumstances we may refuse to comply with your objection but will respond to you within one calendar month informing you about the reason we are not taking action.
- You have the right to make a complaint to the ICO or another supervisory authority and your ability to seek to enforce your right through a judicial remedy.

The Right to Restrict Processing

Article 18 of the GDPR gives individuals the right to restrict the processing of their personal data in certain circumstances. This means that you can limit the way that an organisation uses your data.

You have the right to restrict the processing of your personal data where you have a particular reason for wanting the restriction. This may be because you have an issue with the content of your information, the accuracy of your data or how we have processed your data.

- If you request to restrict your data you should contact the Practice in writing.
- We must respond to you within one month.
- We may extend the response time up to a further two months if your request is complex or you have made a number of requests. We must however inform you of this decision within one month and explain why the extension is necessary.
- If you are contesting the accuracy of your personal data and we are verifying the accuracy we will restrict the processing of your data.
- If you have objected to us processing your data under Article 21 (1) and we are considering your request we will restrict the data processing of your data.
- If we have disclosed the personal information in question to other, we will contact each recipient and inform them of the restriction of the personal data – unless this proves impossible or involves disproportionate effort.
- The right to Restrict Processing is linked to the Right to Rectification (Article 16) and the Right to Object (Article 21).
- If we decide to lift the restriction on the grounds that we are satisfied that the data is accurate, or that our legitimate grounds override yours, we will inform you of the reasons for our refusal to act upon your rights under Articles 16 or 21 prior to lifting the restriction.
- You have the right to make a complaint to the ICO or another supervisory authority and the ability to seek a judicial remedy.

The right to complain

If you have a complaint about how your information is managed at the practice, please contact the Practice in writing.

- We must respond to your complaint within one calendar month.

GILBERT ROAD MEDICAL GROUP

PRIVACY STATEMENT

- In certain circumstances we may require longer in order to investigate your complaint and may extend the time to respond by a further two months, however we must inform you within one calendar month and explain why the extension is necessary.
- If you are dissatisfied following our response you have the right to make a complaint to the ICO or another supervisory authority and the ability to seek judicial remedy.

If you are dissatisfied with the Practice's response, or the way we handle your information, you can complain to:

The Scottish Information Commissioner
Kinburn Castle
Doubledyke's Road
St. Andrews
Fife
KY16 9DS

Telephone: 01334 464610

Email: enquires@itspublicknowledge.info