



HGP at PAVILION MEDICAL CENTRE

9 Brighton Terrace London, SW9 8GP
Tel: 020 7274 9252 Fax: 020 7787 7008
www.pavilionmedicalcentre.co.uk
www.hetheringtongp.co.uk

How we use your personal information

This Privacy Notice explains why the GP practice collects information about you and how that information may be used.

Health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.).

These records are used to help to provide you with the best possible healthcare.

NHS health care records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records this GP Practice hold about you may include the following information;

- Details about you, such as your name, address, carers, legal representatives and emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you.

To ensure you receive the best possible care we share your medical records with other health professionals who are involved in providing you with care and treatment. This is only ever on a need-to-know basis and event by event.

Some of your data is automatically copied to the Shared Care Summary Record*

We share some of your data with local out-of-hours provider

Data about you is used to manage national screening campaigns such as flu, cervical cytology and diabetes prevention.

Your data about you is used to manage the NHS and make payments.

We share information when the law requires us to, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.

Your data is used to check the quality of care provided by the NHS.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organizations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of



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You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

Don't want to share?

All our patients can choose not to share their information. Should you wish to opt out of data collection, please contact a member of staff, alternatively, patients can set their opt-out preferences at <https://www.nhs.uk/your-nhs-data-matters/> You will need their NHS number and a valid email address or telephone number which is on the GP record or on the Personal Demographics Service database to register their decision to opt out. Patients who are unable to use the online facility can use a phone helpline to manage their choice –0300 303 5678. A paper print-and-post form is also available at <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/other-ways-to-manage-your-choice/>

Alternatively, please contact a member of staff for support.

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:

- Data Protection Act 1998 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.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle.

Access to personal information

You have a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate. This is known as the "right of subject access." If you would like access to your GP record either in electronic or physical format please do the following:

- Sign up to online services (Patient Access) where you can also access your medical records
- If you require hard copies of your records your request must be made in writing to the GP.
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have 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 accurate and up to date for you.

Complaints



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If you're not happy about how we manage your information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you are unhappy with any part of our data-processing methods, you can complain. For more information, visit ico.org.uk and select 'Raising a concern'.

We always make sure the information we give you is up-to-date. Any updates will be published on our website, in our newsletter and leaflets, and on our posters. This policy will be reviewed in May 2020.

For further information visit www.ourhealthiersel.nhs.uk/privacy-notice.htm