

How we keep your personal information safe:

We have a duty to:

- Maintain full and accurate records of the care we provide;
- Keep records about you confidential, secure and accurate;
- Provide information in a format that is accessible to you (e.g. 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.

Your records may be stored on paper or on the computer. We have robust policies in place to protect them. This is outlined in our Data Security Policy.

Please speak to us if you have any concerns.



Ball Tree Surgery
Western Road North
Sompting, Lancing, BN15 9UX

Kingfisher Branch
19 – 21 Culver Road
Lancing, BN15 9AX

Phone: 01903 752200

If you require this information in a different format, or if you would like more information, please contact us.

Ball Tree Surgery



Keeping Your Information Safe!

This leaflet explains:

- How we keep your personal information safe
- Who we share information with and why
- How we use your information
- How you can access your records
- Your rights

Why we collect information about you:

We aim to provide you with the highest quality of care. To do this we need access to your medical records. We keep care plans to monitor and improve your daily care.



These records may include:

- Basic details e.g. your address, date of birth, next of kin etc.;
- Notes and reports about your health;
- Details and records about your treatment and care;
- Information from people who care for you and know you well, such as care professionals and relatives.

We use these records to:

- Provide a good basis for all health and care decisions;
- Make sure your care is safe and effective; and
- Work with others providing you with care.

Sharing your information:

To share your information we must have a lawful reason to do so. Generally this is because we have a legal obligation.

We may securely share your information with:

- Social Services
- Health and Care professionals
- The Local Authority
- Your GP
- Your family or representative (with your permission).

They may need to use your records to:

- Provide care;
- Check the quality of your care;
- Protect the health of the general public;
- Manage social care services;
- Help investigate any concerns or complaints you or your family have about your care.

Anyone who receives information from us also has a legal duty to keep it confidential.

How you can help us:

Keep your information up to date.

- Always tell us if you change your address, telephone, mobile or email address
- Use a personal mobile telephone number
- Use a personal email address e.g. john.smith@gmail.com rather than johnandjane@gmail.com

Your rights:

We promise you that we will:

- Discuss and agree what we record about you;
- Give you access to your records;
- Keep you informed about, and ensure that you have input into, your care plan.

You have specific rights under the Data Protection Act 2018, the Human Rights Act 1998 and the common-law duty of confidentiality. The Disability Discrimination and the Race Relations Acts may also apply.

You have the right to ask for a copy of all records about you. If you think anything is inaccurate, please let us know.

We are committed to being transparent and accountable for how we use your information. If you have any concerns or questions please contact us.

There is more information available in our privacy notice which can be found online at www.theballtreesurgery.co.uk