**Document Title: Privacy Notice**

THE LANDER MEDICAL PRACTICE

**Document Number: CG28**

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This privacy notice explains why The Lander Medical Practice collects information about you, how we keep it safe and confidential and how that information may be used.

**Why we collect information about you**

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and information such as outcomes of needs assessments.

**Details we collect about you**

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously or elsewhere (e.g. NHS Hospital Trust, other GP Surgery, Out of Hours GP Centre, A&E, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

Records which we may hold about you may include the following:

* Details about you, such as your address and next of kin, emergency contacts
* Your home telephone number, mobile phone number, email address
* Any contact the surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments, etc.
* Notes and reports about your health, 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, or information provided to the surgery by you (including that provided via our surgery website)

**How we keep your information confidential and safe**

All your GP NHS health records are kept electronically. Our GP records database is hosted by Systmone who is acting as a data processor, and all information is stored on their secure servers in Leeds, is protected by appropriate security, and access is restricted to authorised personnel.

We also make sure that data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

We only email you, or use your mobile number to text you, regarding matters of medical care, such as appointment reminders and (if appropriate) test results.

*Unless you have separately given us your explicit consent*, we will not email you for non-medical matters (such as surgery newsletters and other information).

We maintain our duty of confidentiality to you always. 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), or where the law requires information to be passed on.

**How we use information about you**

Confidential patient data will be shared within the healthcare team at the practice, including nursing staff, admin staff, secretaries and receptionists, and with other healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

*Referrals for specific health care purposes*

We sometimes provide your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way. These include:

* Referrals for home oxygen services
* Referrals for Diabetes dietary advice
* Referrals for Diabetes Eye Screening
* Referrals for Prediabetes advice (“Healthier You”)

*Data Sharing Schemes*

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise. These schemes are as follows:

* The National Summary Care Record (SCR)
* SysmOne data sharing (A&E and GP out of hours)
* Adastra Web Access (GP out of hours)
* SWAS Ambulance Service
* Devon and Cornwall care record\*

\*Devon and Cornwall Care Record is a system developed by health and social care services in the two counties to share patient data efficiently and quickly and will, ultimately, improve the care you receive. It’s important that anyone treating you had access to your shared record so they have all the information they need to care for you. This applies to your routine appointments and also in urgent situations such as going to A&E, calling 111 or going to an out-of-hours appointment. It’s also quicker for staff to access a shared record than to try to contact other staff by phone or email. Only authorised health and care staff can access the Devon and Cornwall Care Record and the information they see is carefully checked so that it relates to their job. Also, systems do not share all your data – just data that services have agreed is necessary to include. For more information about the Devon and Cornwall Care Record, please go to https://www.devonandcornwallcarerecord.nhs.nuk

*Mandatory disclosures of information*

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed.

That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

Organisations that we are sometimes obliged to release information to include:

* NHS Digital (e.g. the National Diabetes Audit)
* CQC
* DVLA
* GMC
* HMRC
* NHS Counter Fraud
* Police
* The Courts
* Public Health England
* Local Authorities (Social Services)
* The Health Service Ombudsman

In the event of actual or possible legal proceedings, we may need to disclose information from an individual’s GP record to a medical defence organisation.

*Permissive disclosures of information*

Only with your explicit consent, The Lander Medical Practice can release information about you, from your GP record, to relevant organisations. These may include:

* Your employer
* Insurance companies
* Solicitors
* Local Authorities
* Police

*Accessing your information on other databases*

The Lander Medical Practice can access certain medical information about you, when relevant or necessary, that is held on other databases (i.e. under the control of another data controller). These include RCH Treliske databases and NHS Digital’s Open Exeter database. Accessing such information would only be for your direct medical care.

*Research*

The Lander Medical Practice sometimes undertakes accredited research projects. Where this involves accessing or disclosing identifiable patient information, we will only do so with the explicit consent of the individual and Research Ethics Committee approval. The Lander Medical Practice is not currently involved with other research projects such as the Clinical Practice Research Database (CPRD) or QResearch, and we do not permit secondary processing (e.g. for research, “analytics”, commissioning, commercial or political purposes) of our patients’ information.

**Your right to opt-out of sharing your information**

You have the right to opt-out (or object) to ways in which your information is shared, both for direct medical care purposes (such as the national NHS data sharing schemes), i.e. *primary uses* of your information, or for purposes other than your direct medical care – so-called *secondary uses.*

Details of these purposes, and how you can opt out, can be found on our website. You can also find out further details of the National Data Opt-Out Scheme on our website.

**Accessing your own medical information**

You have the right to access your own GP record. Details of how to do this can be found on our website. You can also sign up to have secure online access to your electronic GP record. Again, details of how to do this can be found on our website.

**Notification**

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information. We are registered as a data controller and our registration can be viewed online in the public register at: https://ico.org.uk/ESDWebPages/Entry/Z5824174

**Complaints**

If you have concerns or are unhappy about any of our services, please contact the Complaints Manager. Details of how to complain are on our website, or available in surgery.

For independent advice about data protection, privacy, and data sharing issues, you can contact:

The Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Phone: 08456 30 60 60

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

**Further Information**

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact the surgery’s Caldicott Guardian / Information.

Governance lead:

Dr Jess Cuff