

# **Your Medical Records and Oakley Health Group**

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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 / Data Protection Officer:

Dr Neil Bhatia  
[Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net)

*Further copies of this booklet are available from the surgery or downloadable from our website*

*updated 12.12.2020*

# Confidentiality and Oakley Health Group

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about a visit to the surgery, but we won't.

You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist – will stay confidential.

Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital or clinic – it is best if you allow the doctor or nurse to inform Oakley Health Group of any treatment that you are receiving.

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

Confidential and identifiable information relating to patients will not be disclosed to other individuals (including NHS or CCG management staff) without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

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

We are sometimes asked to provide information for the purposes of education, audit or research or for the purposes of health care administration. In all cases the person to whom such information is released is bound by a duty of confidentiality.

The information disclosed is kept to the minimum necessary for the purpose and is always anonymised if at all possible.

Oakley Health Group [is registered as a Data Controller under the Data Protection Act 2018](#).

*Who can directly access your surgery-held electronic GP medical record, if needed and if appropriate?*

- All our GPs and trainee doctors
- All our Practice Nurses and Nurse Practitioners
- All our Community (District) Nurses
- All our Midwives
- All our Admin team and Receptionists
- All our Phlebotomists/Health Care Assistants
- Our Paramedic Practitioners
- Our Orthopaedic Practitioners
- Our Social Prescriber
- Our visiting Psychologists and Mental Health Practitioners
- Our visiting Counsellors
- Our visiting Dieticians
- Our visiting Medicines Manager support staff
- Our practice Pharmacist
- Our visiting specialist nurses  
(palliative care, heart failure, Parkinson's Disease)
- Our Business Manager
- All our other Practice Managers
- The Secretaries
- Our Community ICT administrator
- Clinical staff from Phyllis Tuckwell Hospice Care via data streaming
- Clinical staff from Frimley Primary Care Service (GP out-of-hours centre) via remote consultations
- Support staff from EMIS (responsible for our GP software system)
- On a temporary basis, our medical students

*Who **cannot** access your surgery-held electronic GP medical record without your explicit consent?*

Anyone else, in particular:

- The Department of Health
- NHS England
- NHS Digital
- Medical Researchers, Pharmaceutical Companies, Journalists

## **You have the right to object to ways in which your data is used (or processed)**

We will always try to respect your wishes if you do not wish for your data to be used in a particular way, unless to do would mean that we could not provide you with safe and effective medical care.

You have the right to object to (i.e. opt-out of) the uploading of your medical record to any or all of the NHS Databases (such as The Summary Care Record or The Hampshire Health Record).

You have the right to object to (i.e. opt-out of) *primary uses* of your medical record; that is the sharing of your data with health professionals outside of the surgery for the provision of *direct medical care*, if you so wish.

For example, you can opt-out of the Summary Care Record and/or the Hampshire Health Record, and/or the local data streaming project with A&E/Frimley Primary Care Service.

You have the right to object to (i.e. opt-out of) *secondary uses* of your medical record; that is the sharing of your data for purposes *unrelated to your direct medical care* (e.g. health care planning, audit, research, commercial or political uses), if you so wish. Opting out of secondary uses will prevent *all* such extractions of data and their processing for secondary purposes, including national audits, risk stratification schemes, extraction of sick note data to the DWP, mandatory data extractions to NHS Digital, and any *future* secondary extractions and uses of your personal confidential data.

You can opt-out of any or all of these data sharing schemes.

### **Opting back into data sharing**

You can opt back into any or all of these schemes, at any time, if you have previously opted out.

To do so, please see our website for the [opt in form](#), or contact Dr Neil Bhatia.

The Caldicott Guardian, Dr Neil Bhatia, can always tell you what you have, and have not, opted out of.

*Be careful opting back into particular schemes – opting back into one scheme might automatically opt you back into another.*

# Accessing your GP Record

## The Data Protection Act gives you the right to see your health records

This is known as the right of access.

A health record is any record of information relating to someone's physical or mental health that has been made by (or on behalf of) a health professional. This could be anything from the notes made by a GP in your local surgery to results of an MRI scan or X-rays.

Health records are extremely personal and sensitive. They can be held electronically or as paper files and are kept by a range of different health professionals both in the NHS and the private sector.

### How can I access my records?

Please note:

You can sign up for Secure Online Access to your full GP electronic record.

You can then look at your medical record whenever you want.

If you do wish to make a subject access request, then:

You can do this in writing (letter, email, fax)

You can fill in the simple form overleaf, or download it from our website

You can make such a request verbally to a member of staff or a doctor or nurse that you are consulting with at the surgery

Please let us know exactly what information you would like.

We will aim to provide the information within 28 calendar days.

There is usually no fee for this.

You do not have to give a reason for applying for access to your health records.

To save the NHS time and resources, it would be helpful if you would inform us - if you do not need access to your *entire* health record - of the periods and parts of your health records that you require, along with details which you may feel have relevance (e.g. consultant name, location, diagnosis etc.)

You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons (e.g. to protect the privacy of third parties).

A copy of our [Right of Access policy](#) is available to download from our website.

# The Summary Care Record

In common with all GP surgeries, Oakley Health Group is required to extract and upload information from GP records to the national Summary Care Record (SCR) database, one of a number of NHS databases.

Your Summary Care Record will contain all medication prescribed for you in the preceding 6 months, any repeat medication issued over the preceding 18 months, and any allergies or adverse reactions to medicines.

The information will potentially be available to healthcare professionals across England, for the purpose of your direct clinical care (a “primary” use of your information).

The SCR is therefore a *nationally* available database.

The information is extracted and uploaded to NHS Digital, who is therefore the data controller for the Summary Care Record database.

*Who can access the Summary Care Record?*

- Clinicians at SCAS NHS 111  
Clinicians in SECAMB Emergency Operations Centre
- Various [departments](#) at Frimley Park Hospital
- Our community staff (district nurses, midwives and health visitors)

*Who cannot, or does not, access the Summary Care Record?*

- Front line SECAMB clinicians (our local ambulance service)

Our community nurses already have full access to the GP records of our patients (through our EMIS Web clinical system).

If you do not wish to have, or continue to have, a Summary Care Record then you can opt-out at any time.

If you do opt-out, your uploaded data will be “blanked”, no one will be able to access it, and no further information about you will be uploaded from your GP record.

Opting out of the Summary Care Record will also automatically prevent your medical record from being uploaded to the Hampshire Health Record.

If you do opt-out, or if you have already opted out, then you can opt back in *at any time* and have a Summary Care Record created.

Further information about Summary Care Records is available from:

- [www.summarycarerecord.info](http://www.summarycarerecord.info)



- [www.digital.nhs.uk/summary-care-records/patients](http://www.digital.nhs.uk/summary-care-records/patients)

If you wish to opt out of The Summary Care Record then simply fill in the opt-out form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

The Summary Care Record is just one way by which you can make your information available to other healthcare professionals.

# The Hampshire Health Record (CHIE)

Oakley Health Group uploads information from GP records to the Hampshire Health Record (now known as the Care and Health Information Exchange – CHIE).

The Hampshire Health Record (HHR) is a complicated, central database managed by NHS South, Central and West CSU (the data processor for the uploaded information).

Detailed information from your GP medical record will be extracted and uploaded to the HHR database.

Oakley Health Group remains the data controller for the uploaded information.

Information about you from certain hospital trusts, community services, social care records and mental health services will also be extracted, uploaded to the HHR, and combined with your GP data.

This *combined* record is then made potentially available to medical personnel across Hampshire and parts of Surrey, for your direct clinical care (a *primary use* of your information). Please note that *you may not be asked* for your explicit permission *before* your HHR information is accessed by a clinician.

The HHR is therefore a *regionally* available database.

*Organisations currently extracting and uploading information to the HHR database:*

- University Hospital Southampton NHS Foundation Trust
- Portsmouth Hospitals NHS Trust
- Hampshire Hospitals NHS Foundation Trust (including Winchester and Basingstoke)
- Solent NHS Trust
- Southern Health NHS Foundation Trust
- Care UK (Southampton and Portsmouth treatment centres)
- Hampshire County Council
- Almost all GP practices in Hampshire & IOW

All these organisations can also access your uploaded GP record.



*Organisations that allow processing of your uploaded data for secondary (research) purposes:*

- Some (but not all) GP practices
- University Hospital Southampton NHS Foundation Trust
- Portsmouth Hospitals NHS Trust

*Organisations that do not upload to the HHR, but can nevertheless access your uploaded GP record:*

- South Haven Lodge
- Hampton Lodge
- Rowans Hospice
- South Central Ambulance Service (SCAS)
- Hampshire GP out of hours (Portsmouth/Southampton etc)
- North Hants Urgent Care (Basingstoke)
- Portsmouth City Council
- Southampton City Council

However, neither:

- Frimley Park Hospital, nor
- The Royal Surrey County Hospital, nor
- The Royal Berkshire Hospital, nor
- Surrey and Borders Partnership NHS Trust

extract and upload information to the HHR.

Our community staff (district nurses and health visitors) have access to the HHR.

Our community nurses already have full access to the GP records of our patients (through our EMIS Web clinical system).

GP surgeries in North East Hampshire and Farnham – including Oakley Health Group – infrequently access the HHR.

Our main local hospital, Frimley Park, does not feed any information whatsoever into the HHR.

**No departments or wards within Frimley Park Hospital access the HHR, nor are they any plans to enable this.**

SECAMB (our local ambulance service) does not access the HHR.

Oakley Health Group does not permit the HHR to process uploaded GP information for secondary purposes.

You have the right to prohibit the upload of your information to the HHR if you wish; that is, to *opt-out*.

If you do not wish to have a Hampshire Health Record created, or maintained for you, then you may need to opt-out:

- The Hampshire Health Record is similar to, but not the same as, the Summary Care Record  
If you have opted out, or now opt-out, of the Summary Care Record (SCR) then you will automatically be opted out of the Hampshire Health Record.  
*You do not need to take any further action.*
- The Hampshire Health Record is completely unrelated to EMIS Web data streaming  
If you have opted out, or now opt-out, of EMIS Web data streaming, then you will automatically be opted out of the Hampshire Health Record  
*You do not need to take any further action.*

You cannot prohibit many of the hospitals and other trusts that are associated with the HHR from extracting and uploading information that they hold about you to the HHR.

You can however opt-out of the HHR *entirely* by filling in the opt-out form in this booklet and handing it in to the surgery.

Opting out of the HHR entirely will ensure that either no personal confidential information about you from your GP record is extracted and uploaded, or that any already uploaded information is "blanked" or made unavailable, and that no further information is uploaded.

Opting out of the HHR entirely will also ensure that no personal confidential information about you from other organisations or trusts is stored or maintained in the HHR database.

Your GP record, hospital record, community records, mental health records and social care records remain unaffected if you opt-out.

They remain, as always, available to those organisations' clinical staff as required.

Opting out of the HHR will have no direct impact on any NHS or private organisation's ability to offer you medical care.

Further information about The Hampshire Health Record is available from:

- [www.hampshirehealthrecord.info](http://www.hampshirehealthrecord.info)



- [www.hantshealthrecord.nhs.uk](http://www.hantshealthrecord.nhs.uk)

If you wish to opt out of the Hampshire Health Record then simply fill in the opt-out form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

The Hampshire Health Record is just one way by which you can make your information available to other healthcare professionals.

# EMIS Web data streaming

The surgery allows SCAS NHS 111, Phyllis Tuckwell Hospice Care (PTHC), and Frimley Community Services (FCS), potential access to the GP records of patients that have contacted NHS 111 or been referred to PTHC/FCS. This system is known as EMIS Web data streaming.

The information made available will include important diagnoses, medications, allergies, past operations and past medical history.

## **How will my information be made available?**

The information is “streamed” in real time and on-demand, meaning that data from your GP record is neither extracted, nor uploaded, nor sent anywhere. The data remains within the surgery database and NHS 111, PTHC, and FCS, are only allowed to “view” it.

## **Is this the same as the Summary Care Record (SCR), the Hampshire Health Record (HHR)?**

Absolutely not. This type of data streaming has nothing whatsoever to do with those NHS databases.

- No data whatsoever is extracted and uploaded from your GP record
- The data remains within the surgery database (and so is not sent to a 3<sup>rd</sup> party data repository)
- The surgery remains the data controller (or *data guardian*)
- The surgery controls who has access to your information
- The surgery can monitor who has accessed your information
- As no information is extracted or uploaded, it cannot be subsequently used for additional (or “secondary”) purposes, and so cannot be misused, disseminated, sold, or used in ways that you might object to or might not be aware of

## **Will I be asked before my GP record is looked at?**

For NHS 111 and PTHC, you will always be asked for your explicit permission before anyone can look at your record. You can agree or refuse, as you prefer, on any given occasion that you have need to call SCAS NHS 111 or attend PTHC.

If you are referred to PTHC, either by your GP or by anyone else, you should also be made aware of this data sharing scheme, and your consent sought at that time as well.

For FCS, you will **not** be asked for your explicit permission first.

## **Can NHS 111/PTHC/FCS alter, change, or add to my GP record?**

No. The GP record is a read-only view, and it is impossible for them to amend, delete, or add to your GP record.

## **Who exactly will be looking at my record?**

Only clinicians (doctors, nurses, paramedics) within NHS 111 that have need to look at your GP record in order to provide you with direct medical care will have access. NHS 111 will be able to monitor which of their staff have accessed GP records, and whose records have been accessed in this way. First-line NHS 111 call handlers will *not* access your GP record.

Only clinical and administrative staff within PTHC and FCS that have need to look at your GP record in order to provide you with direct medical care will have access. They will be able to monitor which of their staff have accessed GP records, and whose records have been accessed in this way.

No other organisation can look at the information in this way, meaning that other GP practices, the CCG, NHS England, NHS Digital, or the Department of Health *cannot* access your GP record in this way. In time, records access will be available to our local GP out-of-hours provider (NHUC) as well as the local ambulance service (SECAMB), who together will form the forthcoming "Integrated Urgent Care" service.

## **Can I control what parts of my GP record are viewable in this way?**

Yes, you can. Your GP can apply a "confidentiality policy" to any aspect of your GP record, rendering it hidden to NHS 111/PTHC/FCS (though you can, of course, disclose that information in person if you so wish).

You can agree with your GP which items within your record you want them to be able to see, and which items you do not want them to have access to.

## **Will the surgery be able to monitor access to the system?**

Yes. The surgery remains the data controller and we can view and monitor access through the surgery system.

## **Will I be able to find out if and when my GP record was accessed in this way?**

Yes. The surgery will be able to tell you exactly when your record was accessed, and by whom. All you need to do is ask.

## **What if I have opted out of the SCR, the HHR, or all secondary uses of my GP record?**

Data streaming has nothing whatsoever to do with the NHS databases, or any similar project that extracts and uploads your data outside of the GP surgery. Accordingly, opting out of any of those will not automatically disable EMIS Web data streaming. You can remain opted out of any, or all, of those projects whilst still allowing NHS 111/PTHC/FCS to view your GP record via this data streaming scheme.

## **What if I am not happy – can I opt-out of this data streaming project?**

Yes. You have the right not to allow your data to be viewable in this way, if you do not want it to be.

If you wish to opt out of EMIS Web data streaming then simply fill in the opt-out form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

Please note that opting out in this way will mean that those organisations cannot access your GP record, *even in an emergency*, and even if you permit such access when you call them.

## **If I opt-out of data streaming, will that automatically opt me out of the SCR, the HHR, or secondary uses of my GP record?**

The opt-out from EMIS Web data streaming is specific to that type of data sharing and will not opt you out of the Summary Care Record or all secondary uses. It *will* however opt you out of the Hampshire Health Record (completely) and risk stratification (see separate leaflet).

If you have already opted out of the SCR, the HHR, or secondary uses of your GP record, then those opt-outs will remain in force (whether you opt-out of EMIS Web data streaming or not).

Those opt-outs are *unaffected*.

If you haven't opted out of the SCR, the HHR, or secondary uses of your GP record, and you wish to, then you should opt-out *in addition* to any opt-out from EMIS Web data streaming.

EMIS Web data streaming is just one way by which you can make your information available to other healthcare professionals.

# Remote Consultations

A small number of routine, pre-bookable Sunday morning GP appointments are available to patients of Oakley Health Group.

This service is being provided by Frimley Primary Care Services (FPCS), our local GP out of hours provider (part of North Hampshire Urgent Care).

12 x 15-minute GP appointments are available every Sunday morning, and bookable via the surgery in the normal way, if required.

Please note that:

- The appointments are held at the GP out of hours centre, based at Frimley Park Hospital, *not at Yateley Medical Centre or Hartley Corner Surgery*
- The appointments are available to all 225,000 patients registered with the 23 practices within North East Hampshire and Farnham CCG, so availability is very limited
- It is extremely unlikely that you would see your own registered GP should you attend one of these appointments
- It is very unlikely that you would even see a GP from Oakley Health Group, should you attend one of these appointments
- The GP that you see might not be able to provide all the services that you would normally expect to have if you were you to attend an appointment here at Oakley Health.  
So you might well be re-directed back to Oakley Health if you subsequently need:
  - A blood test
  - An x-ray
  - An ECG, lung function testing, or other similar investigation
  - A procedure, such as a minor operation or joint injection
- The GP that you see will be able to prescribe medication, if required at the time



As part of this service, the GP that you see at FPCS will necessarily require access to view your full GP record, and permission to record that consultation directly in your GP record. These types of GP appointments are known as “remote consultations”.

When you book the Sunday morning appointment, the receptionist will ask you if you are happy to allow the GP that you are seeing “remote” access to your GP record in this way, just for that appointment.

Please note that if you do not consent to this then you cannot book this type of Sunday morning appointment at FPCS.

Any opt-outs that you might have expressed to other types of NHS data sharing, such as the Summary Care Record, the Hampshire Health Record, or any secondary uses of your GP information, will not prevent you from making such an appointment – assuming you consent to allow temporary remote access to your GP record when the booking is made.

The surgery allows the A&E department at FPH, as well as FPCS GP out-of-hours centre, potential access to the GP records of our patients attending that department for urgent care, or in an emergency. This is known as EMIS Web data sharing, and is completely unrelated to the access granted when a routine Sunday morning GP appointment is booked.

If you have opted-out of EMIS Web data sharing, this will not prevent you from making such an appointment – assuming you consent to allow access temporary remote access to your GP record when the booking is made.

Any accesses to your GP record for remote consultations are recorded and auditable, and are only permissible in this way

- *if* you have booked a Sunday morning appointment, *and*
- *if* you have given your explicit consent at the time of booking

# Secondary uses of your medical records

You have the right to control how medical information about you is processed, used, shared, disseminated or sold, for purposes other than your direct medical care – so called *secondary uses (or purposes)*.

Secondary uses include projects involved in risk stratification, “population health management”, national clinical audits, research, healthcare planning, commissioning of healthcare services by CCGs, commercial and even political uses.

You can control your personal confidential information by expressing an objection, or *opt-out*, to the surgery.

We will then add a special read-code, or electronic flag, to your GP record.

One such opt-out is known as a **Type 1 opt-out** (sometimes referred to as a *9Nu0* opt-out, after the flag added when expressed).

A Type 1 opt-out, when present in your GP record, should prevent identifiable information about you being extracted from your GP record, and uploaded to *any* other organisation, for purposes other than your direct care.

A Type 1 opt-out will then prohibit extraction and uploading for all of the following secondary uses:

- [Risk stratification schemes](#)
- National clinical audits (such as the [National Diabetes Audit](#))
- Extraction of de-identified information about you concerning any [eMed3 Statement of Fitness to Work reports](#) (i.e. sick notes), uploaded to NHS Digital, and subsequently passed by NHS Digital to the Department of Work and Pensions
- All extractions and uploading of identifiable information about you to NHS Digital, for any secondary purpose (so-called [GPES extractions](#))

It is therefore, *the single, unitary, secondary uses, opt-out*.

Oakley Health Group does not permit secondary processing of GP information uploaded to the Hampshire Health Record.

Oakley Health Group extracts and uploads information to the National Diabetes Audit but does not upload to the [CPRD](#).

Oakley Health Group extracts and uploads information for risk stratification for case finding purposes.

(full details of this can be found in [our dedicated factsheet](#)).

Secondary use objections (either Type 1 or Type 2) will *in no way affect* how healthcare professionals provide you with direct medical care or prevent them accessing your medical record if and when appropriate, and with your explicit consent.

Secondary uses are not about information sharing between healthcare professionals.

You can express a **Type 2 opt-out** as well (sometimes referred to as a *9Nu4* opt-out, after the flag added when expressed).

The Type 2 opt-out acts to control information about you as held by NHS Digital (formerly the "HSCIC").

NHS Digital holds information about you obtained from a variety of sources, such as hospital trusts, mental health services, maternity records, community records, collectively known as Hospital Episode Statistics (HES). It also holds some information from your GP record.

A Type 2 opt-out should prevent identifiable information about you being disseminated, shared or sold, by NHS Digital, for purposes other than your direct care.

It will not prevent NHS Digital disseminating, sharing, or selling, information about you that is either effectively anonymised (i.e. cannot identify you), or aggregated (i.e. just numbers).

The Type 2 opt-out has been replaced like-for-like by the "National Data Opt Out". You can find more information about the National Data Opt Out (NDOO), [in our factsheet](#), available in the surgery or on our website.

With a Type 1 or Type 2/National Data opt-out in force, you will still be invited to cervical screening, breast screening, bowel cancer screening, diabetic retinopathy screening, abdominal aortic aneurysm screening, and any other current or future national screening programmes, if you are eligible - the Type 1 opt-out and the National Data Opt Out do not prevent these programmes in any way.

Nor will they prevent you from taking part in medical research, with your explicit consent.

A detailed factsheet about Type 1 opt-outs can be found

[in our factsheet](#) (on our website)



If you wish to opt out of secondary uses of information from your GP record, then simply fill in the opt-out form in this booklet, and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

# Data Processors

Oakley Health Group uses data processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients.

## *EMIS Health Ltd*

EMIS Health hosts our electronic GP patient records database at their secure servers in Leeds. As such, they are acting as the data processor in this.

## *Docmail Ltd*

We have a contract with Docmail Ltd to permit them to send out letters from the surgery to patients, for example to invite them for a flu vaccination. We provide names and addresses only, and a template letter, to Docmail, who then create and post the letters out.

Our data sharing/processor agreement with Docmail Ltd can be downloaded [from our website](#).

## *Hampshire County Council*

We also have a contract with Hampshire County Council (HCC) to enable them to invite patients for an NHS Health Check on our behalf. Again, we provide demographic data, plus date of birth, to HCC, who then create and post the letters of invitation out.

Our data sharing/processor agreement with HCC can be downloaded [from our website](#).

## *Content Capture Ltd*

We have a contract with Content Capture Ltd to digitize the paper ("Lloyd George") records of our patients, which will be ultimately imported into the electronic GP record. Once this has been completed, the paper record will be securely destroyed.

Our data sharing/processor agreement with Content Capture can be downloaded [from our website](#).

## *My Surgery Website*

We have a contract with My Surgery Website to host our website. Features of our website includes patients being able to supply information about themselves (subsequently incorporated into their GP record) and request repeat medication.

## *South Central and West CSU*

We have a contract with NHS SCW CSU to undertake processing on our behalf for risk stratification for case finding.

Our data sharing/processor agreement with the CSU can be downloaded [from our website](#).

# Secure online access to your GP medical record

Secure online records access enables you to do the following online (or via a smartphone app):

- Book appointments
- Order repeat prescriptions
- Update your contact details (address, phone numbers etc.)
- Access your full electronic GP record securely online

You can look at [www.patient.co.uk/patient-access](http://www.patient.co.uk/patient-access) to get an idea of what it's like.

This facility is free, both to the surgery and to patients. To apply for online access, ask at reception for a registration form, or [download one from our website](#).

Once registered, you can logon and use online access via on a computer, tablet, or via a smartphone app, freely downloadable for Android (Google Play) and iOS (iTunes).

You can potentially have access to your full electronic GP record including consultations, medication, allergies, vaccinations, GP and hospital letters, blood test results and x-ray/scan reports.

You are also able to check the results of any blood tests or x-rays requested by your GP, download them, print them off at home, take them to hospital appointments etc.

You are then able to show your GP record, if you wish, to any healthcare professional that you might see, anywhere in the world (e.g. in a GP out-of-hours centre, A&E department or hospital), directly, or by permitting secure temporary access, or by exporting your record to a secure mobile device. Whether you have these facilities enabled or not will not affect your care from the surgery – it is simply an additional benefit that is on offer.

Please note:

Secure online records access has absolutely nothing to do with the national NHS Databases, such as the Summary Care Record or the Hampshire Health Record, or any other secondary uses of your GP record.

(You can find out more about the NHS Databases, and NHS data sharing in general, including how to opt-out, via [www.nhsdatasharing.info](http://www.nhsdatasharing.info) ).

Opting out of any or all of the NHS Databases does not prevent you from using secure online records access.

With secure online records access, no data is uploaded to any database, government-controlled or not.

With secure online records access, the only person with access to your record via the secure website is you.

With secure online records access, your GP remains the data controller for your information.

## **Making your medical information available to healthcare professionals outside of the surgery**

Secure online records access allows you to make your medical information available to health professionals outside of our surgery, if and when you want, anywhere in the world.

You may choose:

- only to view your medical record yourself
- to allow others (e.g. relatives or carers) access to it, temporarily or permanently
- to allow healthcare professionals access to it, anywhere in the world, on a temporary basis
- or any combination of the above

### **How would this work?**

Allowing relatives or carers access to your medical record online is easy – you will simply need to register them as a *proxy user*. Ask at the surgery for details.

If ever you change your mind, your surgery can reset your account and provide you (alone) with new login credentials (see below).

Allowing doctors, nurses, pharmacists and other healthcare professionals access, home or abroad, is also straightforward.

Such access could be:

- At an out-of-hours GP centre, perhaps at night, bank holidays, or at the weekends
- At an A&E department
- At a GP surgery in a different part of the country (if you have need to be seen there)
- At a community pharmacist
- During a hospital out-patient consultation with a specialist
- If you are admitted to hospital for any reason
- If you are taken ill abroad

Your online medical record viewer account can be accessed, either:

- By yourself, or
- By a carer/relative with you, or
- By the medical staff where you attend

Alternatively, secure online records access allows you to grant temporary access to your record for 24 hours via a unique link and secured using an access code.

See here for detailed information about this facility:

<https://support.patientaccess.com/medical-record-viewer/share-your-medical-record>

You can export your medical record and either print it off, or save it securely to a mobile device, and then take it with you to show a healthcare professional as needed.

Secure online records access is just one way by which you can make your medical information available to other healthcare professionals.

# Sharing information from your GP record

When it comes to allowing healthcare professionals outside of the GP surgery access to your GP record, you have a number of choices.

- You do not have to allow any such access - by opting out of *all* such schemes
- You can allow *nationwide* access to limited information from your GP record (allergies and medication) by not opting out of The Summary Care Record
- You can allow your *entire* GP record to be extracted, uploaded, combined with information from hospital trusts, mental health services and community services, and made available *regionally* - by not opting out of the Hampshire Health Record (CHIE)
- You can allow your GP record to be *streamed or viewable* in real time, *locally*, without being uploaded or extracted, and with genuine control over the information shared - by not opting out of EMIS Web data streaming
- You can control access to your GP record, *completely and personally*, by allowing temporary secure online access to your GP record - should you have chosen to enable this (i.e. opted in)  
In theory, your information is available to healthcare professionals *worldwide*, should you allow it in any given situation
- If you have enabled secure online access for your GP record, then you can export your record and either print it off or save it securely on a mobile device, and then take it with you to show a healthcare professional when needed
- You can choose to share information in many other ways - for example, medical alert cards (such as MediPal, Steroid alert cards, Biological therapy cards, rare diseases cards, even bus pass cards), medical alert jewellery (such as MedicAlert, SOS Talisman), Zaptag, Tap2Tag and EIO smart cards, personal health apps such as Evergreen Life or SiKL, and the Apple iPhone emergency Medical ID feature

You can have any combination of the above, opting out of any particular data sharing schemes, and/or opting in to any that you wish to.



## OPT OUT FORM – MEDICAL RECORDS

Please tick the relevant scheme(s) that you wish to opt-out of.  
(You can opt back into any/all of them at any time in the future.)

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- I would like to opt-out of **the Summary Care Record**  
Please could you add the relevant “electronic flag”/read code *93C3*  
to my medical record  
This will also opt you out of The Hampshire Health Record(CHIE)
  - I would like to opt-out of **The Hampshire Health Record (CHIE)**  
Please could you add the relevant “electronic flag”/read code *9Nd1*  
to my medical record  
This will also opt you out of risk stratification
  - I would like to opt-out of **all “secondary” uses of my GP record**  
(including risk stratification and mandatory uploads to NHS Digital)  
Please could you add the relevant “electronic flags”/read code *9Nu0*  
to my medical record
  - I would like to opt-out of **EMIS Web data streaming**  
Please could you disable this for my GP record (*93C1*)  
This will also opt you out of The Hampshire Health Record (CHIE),  
records access for PTHC, Frimley Community Service, NHS 111, plus  
risk stratification
- 

Name:

Signature:

DOB:

Your name/signature and relationship if applying on behalf of another person (e.g. parent/legal guardian):

Please hand this form into reception, or post it to the surgery,  
or email it to Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) )