**How Mountsandel Surgery uses your information to provide you with healthcare**

**This practice keeps medical records confidential and complies with the General Data Protection Regulation.**

**We hold your medical record so that we can provide you with safe care and treatment.**

**We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.**

* We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital. Or your GP will send details about your prescription to your chosen pharmacy.
  + 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
  + Clinical Commissioning Groups;
  + out of Hours medical service eg. Dalriada Urgent care
  + Northern Health & Social Care Trust
  + Electronic Care Record (ECR) – prescribing and allergy information is included in the ECR from patient records in the Practice. Patients should be asked to give their consent each time the ECR is accessed unless consent has been given for one year. Consent may not be required if records need to be accessed in the best interests of the patient or for a legal reason. ECR data is shared over the health service in Northern Ireland but there is no access to GP consultation records.
  + Business Services Organisation (BSO) - holds the central database of patients in Northern Ireland and we send changes to patient data online to them e.g. change of name or address. When patients leave the Practice or die, their full notes are returned to the BSO
  + Clinical Computer System supplier (Vision) – we might send patient specific data to them if we need them to fix a particular IT problem that relates to that patient
  + BSO Fraud Office and doctors working with them. The Practice has a Probity Visit once every 3 years and the BSO has access to patient specific data to check that claims made to the NHS for services the Practice has provided are legitimate.
  + Northern Ireland Medical and Dental Training Agency – medical representatives check the standard of record keeping as part of their three-yearly visits to assess our suitability as a training practice
  + Government Departments – the Practice, by law in most cases, responds to requests for health data from government departments including:-
    - Blue Badge Scheme
    - Department for Communities
    - Department for Infrastructure
    - Department of Justice
    - Occupational Health
    - Driver and Vehicle Agency
    - Capita for PIP Claims
    - The Appeals Service
    - PSNI e.g. for Firearms and Explosives licensing
  + Pharmacies – if you have arranged for a pharmacy to collect your prescriptions, or asked us to fax an emergency prescription, or have asked us to provide prescriptions to a company e.g. for stoma care products.
  + Northern Ireland Screening Services including:
    - Bowel Cancer Screening
    - Cervical Cancer Screening
    - Aortic Aneurysm Screening
    - Breast Cancer Screening
    - Diabetic Retinopathy Screening
  + Solicitors and Insurance Companies or Agents – but only with a patient’s express consent
* Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Northern Ireland Electronic Care Record (NIECR). For more information see: <http://www.ehealthandcare.hscni.net/niecr/niecr.aspx> or alternatively speak to your practice.
* You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any mistakes or errors corrected.

**Other important information about how your information is used to provide you with healthcare**

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| **Registering for NHS care**   * All patients who receive NHS care are registered on a national database. * This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive. * The database is held by Business Services Organisation a Northern Ireland organisation which has legal responsibilities to collect NHS data.   More information can be found at: <http://www.hscbusiness.hscni.net/index.htm>  or the phone number for general enquires at Business Services Organisation (BSO) Headquarters, 2 Franklin Street, Belfast BT2 8DQ. Telephone 030 0555 0113. |

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| **Identifying patients who might be at risk of certain diseases**   * Your medical records will be searched by a computer programme so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital. * This means we can offer patients additional care or support as early as possible. * This process will involve linking information from your GP record with information from other health or social care services you have used. * Information which identifies you will only be seen by this practice. |

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| **Safeguarding**   * Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm. * These circumstances are rare. * We do not need your consent or agreement to do this. * Please see our local policies for more information: Child protection/Safeguarding Policy |

We are required by law to provide you with the following information about how we handle your information.

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| **Data Controller** contact details | Mountsandel Surgery  4 Mountsandel Road  Coleraine  BT52 1JB |
| **Data Protection Officer** contact details | Dr TR Stevenson  028 70342650 |
| **Purpose** of the processing | * To give direct health or social care to individual patients. * For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care. * To check and review the quality of care. (This is called audit and clinical governance). |
| **Lawful basis** for processing | These purposes are supported under the following sections of the GDPR:  *Article 6(1)(e) ‘…necessary for the performance of a task carried out in the public interest or in the exercise of official authority…’; and*  *Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...”*  Healthcare staff will also respect and comply with their obligations under the common law duty of confidence. |
| **Recipient or categories of recipients** of the processed data | The data will be shared with:   * healthcare professionals and staff in this surgery; * local hospitals; * out of hours services; * diagnostic and treatment centres; * or other organisations involved in the provision of direct care to individual patients. |
| **Rights to object** | * You have the right to object to information being shared between those who are providing you with direct care. * This may affect the care you receive – please speak to the practice. * You are not able to object to your name, address and other demographic information being sent to NHS Digital. * This is necessary if you wish to be registered to receive NHS care. * You are not able to object when information is legitimately shared for safeguarding reasons. * In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm. * The information will be shared with the local safeguarding service |
| **Right to access and correct** | * You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff or look at our ‘subject access request’ policy on the practice website – www.mountsandelsurgery.co.uk * We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view. |
| **Retention period** | GP medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>  or speak to the practice. |
| **Right to complain** | You have the right to complain to the Information Commissioner’s Office. If you wish to complain follow this link <https://ico.org.uk/global/contact-us/> or call the helpline 0303 123 1113 or The Information Commissioner’s Office – Northern Ireland 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB Telephone: 028 9027 8757 / 0303 123 1114 Email: [ni@ico.org.uk](mailto:ni@ico.org.uk) |
| **Data we get from other organisations** | We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to date when you receive care from other parts of the health service. |