

NETTLEHAM MEDICAL PRACTICE

FAIR PROCESSING NOTICE

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www.nettlehammedical.co.uk

INTRODUCTION

This notice explains how Nettleham Medical Practice use and share any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in an electronic and paper format.

THE INFORMATION WE HOLD ABOUT YOU

As your registered GP practice we hold information you, your health and your wellbeing to enable us to deliver effective medical care. The following list provides an example of the type of information that can be held in your record.

- Demographic and contact details (name, date of birth, address, telephone number, email address, gender, sex, marital status etc.)
- Appointments and consultations
- Diagnoses (including physical disabilities and mental health conditions)
- Medication, vaccinations, pathology results (e.g. blood tests) and allergies
- Social care involvement
- Hospital correspondence and correspondence from other health and social care settings (including x-rays, discharge letters and referrals)
- Relationships/Next of Kin

HOW WE USE YOUR INFORMATION

Why do we need to access your personal data?

This information means we can provide you with high quality direct care in a safe and effective manner. Being able to see your detailed record allows for an overall picture of your health and wellbeing to be assessed. This then helps us to diagnose and prescribe appropriate courses of treatment to you. This means that the most safe and efficient care is provided to you. We do not want you to have to repeat your medical history and remember every detail, which may or may not be relevant, to every health and social care professional involved in your care.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulations (GDPR), the NHS Code of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception or visit our website www.nettlehammedical.co.uk for a SAR form and further information. Furthermore, should you identify any inaccuracies, you have a right to request for the inaccurate data to be corrected.

Risk Stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Nettleham Medical Practice; this information is processed electronically and given a risk score which is related to your GP who can then decide on any necessary action to ensure that you receive the most appropriate care.

Retention Periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

Legal obligations

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributed to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example the clinical code for diabetes or high blood pressure.

Invoice Validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose of shared with any third parties.

WHAT TO DO IF YOU HAVE ANY QUESTIONS

Should you have any questions about our fair processing notice or the information we hold about you, you can:

1. Contact the practice's Data Protection Officer, Dr Philip Williams.
2. Contact the Practice Manager, Helen Lunn or their Deputy, Beth Jenkinson.

COMPLAINTS

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details visit ico.org.uk and select 'raising a concern'.

CHANGES TO OUR FAIR PROCESSING NOTICE

We regularly review our Fair Processing Notice and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed on 25th May 2019.

should only legitimately access your record to provide you with care services and they should always request and gain your consent before doing so.

- **Dissent/refusal of your permission** – You can refuse your permission for your record to be become available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system SystmOne, which prevent us sharing your clinical record to any other organisation involved in your care. Please carefully consider the benefits of sharing your record before choosing this option.
- **All organisations require you to provide a security code** – You can require that all health and social care organisations must ask you for a PIN number on your first visit to that service. This allows you to verify/confirm that each individual organisations should have access to your record, as they are legitimately involved in your care. You will require access to either a mobile phone or email account, as a PIN will be sent to you.
- **Custom lists** – You can put together your own person lists for access, adding organisations to each of the 3 lists i.e. does not require a security code (allowed list), required a security code (verification list) and cannot access (prohibited list). The functionality of each list will act as described above, but it is you who can determine the level of access which applied to them. This should be done in conjunction with your GP to ensure you understand the full implications of your decisions.
- **Marking items as private** – If you have had a consultation about a particularly sensitive matter, you can ask for this section of your record to be marked as private. That way, even if you consent for another service to see your record, that consultation will not be shown outside the organisation that recorded it. However, if the consent override function is used, then consultations marked as private can be accessed by the other service/organisation performing the override.

You can make the above changes at any time by contacting Nettleham Medical Practice.

Sharing Outside of the EU

We do not transfer data outside of the EU without explicit patient consent.

TELEPHONE CALLS

We record all telephone calls for training and monitoring purposes. They are stored on a dedicated and password protected PC and they can only be accessed by management where there are concerns or issues relating to a telephone call. For example:

- If it relates to a complaint
- A query about clinical advice
- Inappropriate or threatening language

These phone calls may be shared with indemnity providers if it relates to a clinical complaint, or the police in the event of extreme threats.

OPT-OUTS

Information collected about you can also be provided to other organisations for purposes beyond your individual care, for example for planning services or research into the development of new treatments. Most of the time, anonymised data is used so that you cannot be identified in which you case your confidential patient information isn't needed.

You have a choice about whether you want your information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

You can change your mind about your choice at any time.

DATA PROCESS MAP

The practice data process map details the data we handle including who it is shared with and how we keep it secure. Ask at reception to see a copy.

HOW WE SHARE YOUR INFORMATION

Why do we need to share your personal data?

We recognise that you will benefit from other health and social care providers that care for you (either currently or in the future) having access to your electronic health record. This is because they can then make fully informed decisions about the care you require. The reasons for access to the detailed record, mentioned above, apply across the health and social care profession. A shared record ensures that care providers always have the most accurate, up to date information.

Sharing your personal data; our practice default

As your GP practice we have set the following practice settings for all our registered patients whose detailed electronic health record is in our possession and within the clinical computer system, SystemOne.

We will obtain your explicit consent (permission) to share your detailed electronic health record to the below listed NHS commissioned services and local authorities providing health and social care services. By providing your permission any of the listed organisations using the clinical record computer system, SystemOne, will have the ability to retrieve your electronic record, once you are registered for care. Only individuals with the appropriate controls will be able to access your record and these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record.

At Nettleham Medical Practice our default setting is to share your health record with the following:

- United Lincolnshire Hospital NHS Trust
- Lincolnshire Partnership NHS Foundation Trust
- Lincolnshire Community Health Services NHS Trust
- Northern Lincolnshire and Goole NHS Foundation Trust
- St Barnabas Hospice – Inpatient Unit and Lincoln Departments

If at any point in the future you are not happy to share your electronic record in this way, please let us know as soon as possible so that we can record your dissent (refusal of permission) and stop your record from being accessed outside of the GP practice. You can choose to refuse your permission for any organisation having access to your GP record.

Sharing your personal data to organisations; subject to you providing a security code

It is not always possible to predict the specific health and social care services that you may require in the future. For example, you may require a specialist service or need to be treated whilst away on holiday in another part of the country. Therefore, where we have obtained your consent we make your electronic health record available to all organisations that are not already mentioned in the 'practice default' section above, subject to you providing them with a verification (security) code if/when you are present there for care; it's similar to the verification process you may be familiar with using for internet banking. Without this code the organisation will not be able to access your record.

The organisation providing your care must ask you to provide verification via a PIN number sent to your phone and/or email address. Without this PIN number providing to the organisations, they will be unable to access your electronic record, unless you put that organisation on your personal sharing list (see 'your choice' section below).

You will only be required to provide the PIN number to that particular organisation once (e.g. each referral, A&E attendance, contact with an out of hour's service). As soon as the verification code is provided, the individuals at the organisation will continue to have access to your record to treat you for that particular matter/condition/referral, until you change your mind and that organisation to record refusal of your permission. Only staff with the appropriate job functions granted to them by the organisation and only those providing you with care services, should legitimately access your record, once they have obtained your consent.

Your choice

You may not agree with the health and social care organisations we have chosen to have access to your detailed electronic health record. You can therefore control this yourself. Your choice will override our settings. You have the following options:

- **No organisations require you to provide a security code** – You can give your permission to allow all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system SystemOne, to access your record. This allows for any individual at these organisations (who have the appropriate access controls) to receive your electronic record, only after you are registered with them for care. These individuals