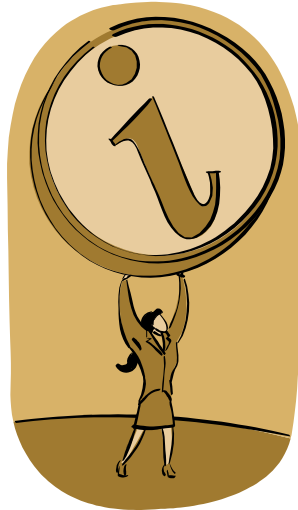


NETTLEHAM MEDICAL PRACTICE



FAIR PROCESSING NOTICE

***HOW WE USE YOUR PERSONAL
INFORMATION***

INTRODUCTION

This leaflet 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 AND HOW WE USE IT

HEALTH RECORDS

As your registered GP practice we hold information about 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, marital status etc.)
- Appointments and consultations
- Diagnoses (including physical disabilities and mental health conditions)
- Medication, vaccinations, pathology results (e.g. blood results) 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

Having access to 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 effective 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.

HEALTH RECORDS: 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.

HEALTH RECORDS: 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.

TEACHING

We are a training practice and therefore some clinical records are needed to teach GPs in training and other student clinicians. Without access to these materials our ability to train practitioners would be limited.

MEDICAL RESEARCH

Some medical research may require your direct involvement (especially if taking part in a clinical trial) in which case the circumstances will be fully explained to you, and your explicit consent obtained.

Researchers may need access to clinical records from which you can be identified. If the Research Ethics Committee approves the researchers work you will be contacted for your explicit consent.

Other research will only require access to statistics based on all the patients who are registered with the practice and will not require information which will identify you. This research can improve our understanding of health and how to treat patients effectively and is a valued part of our work. By registering with the practice you implicitly consent to this information from which you can not be personally identified.

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 clinic 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.

CCTV

CCTV is installed internally in the practice. Images are held to maintain the personal security of patients and staff whilst on the premises and are stored on a password protected PC.

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.

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.

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.

SHARING 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 have 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; 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. This is 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, 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 hours 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 request 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.

SHARING YOUR PERSONAL DATA; 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 and 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 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 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 permissions** - You can refuse your permission for your record to be available to all NHS commissioned services and local authorities providing health and social care services, using the clinical system SystemOne. This will prevent us from sharing your clinical record to any other organisations 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 request 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 organisation 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 personal list for access, adding organisations to each of the 3 lists, i.e. does not require a security code (allowed list), requires 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 applies to them. This should be done in conjunction with your GP to ensure you understand the full implications of your decision.

- **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 of the organisation that recorded it.

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

At times the organisations outlined above will access your data using 'remote access' which is a secure NHS network allowing other organisations to access our computer systems from another building. This can only be accessed with the practice's approval and participation.

EXTENDED ACCESS

Nettleham Medical Practice works with the below listed GP practices to provide evening and weekend appointments to our patients via a federation called Imp Healthcare. This could mean that you book an appointment with a GP or nurse at a different practice. In order for that practice to deliver safe and effective care, we will ask for your explicit consent to share your medical record with them for the day of your appointment only. From the day after your appointment, the other practice will no longer be able to access your record.

The practice's included are:

- Abbey Medical Practice
- Cliff House Medical Practice
- Glebe Park Surgery
- Lindum Medical Practice
- Minster Medical Practice
- The Ingham Practice
- Welton Surgery
- Willingham Surgery

You can dissent to your record being shared at any time, however you will be unable to book appointments at the named practices.

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 contributes 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.

DATA 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 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.

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 or shared with any third parties.

FIT NOTES

Med3 forms (or 'fit notes') enable doctors to give their patients advice about the impact of their health condition on their fitness for work, and is used to provide medical evidence for employers or to support a claim for health-related benefits.

NHS Digital has been directed by the Department of Health and Social Care to carry out a weekly extraction of anonymised data to collect information regarding fit notes that have been issued under the Fit for Work scheme, and to provide this data to the Department for Work and Pensions.

For further information, you can visit www.digital.nhs.uk.

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, Judith Jordan, Lincolnshire West CCG.
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 notice was updated in May 2019 and is to be reviewed in May 2020.

NETTLEHAM MEDICAL PRACTICE

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