

TEACHING

We are a training practice. 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 researcher's 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.

CCTV

CCTV is installed internally in the waiting room. Images are held to maintain the personal security of patients and staff whilst on the premises.

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:

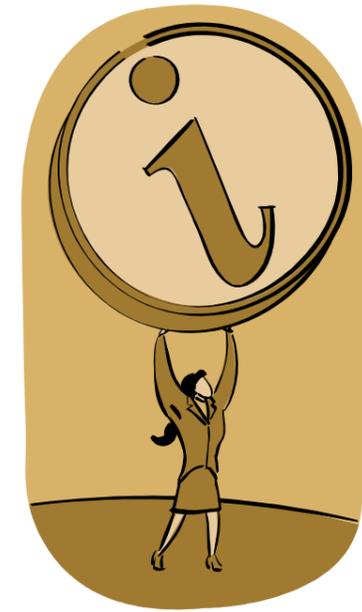
- If it relates to a complaint
- A query about clinical advice
- Inappropriate or threatening language

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.

YOUR RIGHTS TO INFORMATION

Under the General Data Protection Regulations (GDPR) you have right of access to information we hold about you. You may request copies of information that the Practice holds. For further information please contact the practice or download a copy of our Access to Health Records leaflet on our website.

NETTLEHAM MEDICAL PRACTICE



HOW WE USE YOUR PERSONAL INFORMATION

INFORMATION FOR PATIENTS

Nettleham Medical Practice

14 Lodge Lane

Nettleham

Lincoln, LN2 2RS

Telephone: 01522 751717

www.nettlehammedical.co.uk

WHAT INFORMATION IS COLLECTED ABOUT YOU AND HOW DO WE USE IT?

Nettleham Medical Practice asks for personal information to enable us to deliver effective medical care. Information about you, your health and family background may be recorded either on paper or computer files. We keep records of:

- ◆ Demographics including your name, address, date of birth
- ◆ Why and when you or someone on your behalf contacted us
- ◆ The type of services you were offered or received
- ◆ Relevant family information

Doctors need to make notes about your general health, diagnosis, test results, treatment including drug prescriptions and any other information that may be relevant to your condition.

Nurses and other health professionals will need to access your records and will add further notes as part of your overall care.

Receptionists, other clerical staff and dispensers may access your records for administrative work. This includes booking your next appointment and communicating with you and other NHS organisations as well as care for the data we keep about you.

We take the sensitivity of personal information very seriously in the Practice. Staff and contractors are required to respect their duty of confidentiality codes of conduct and through their contracts of employment.

We keep all records whether held electronically or on paper securely to prevent unauthorised access or misuse. We are registered under the General Data Protection Regulations (GDPR) and abide by all statutory requirements regarding confidentiality, whilst following the appropriate guidelines for following information security.

WHAT INFORMATION IS SHARED WITH OTHER AGENCIES?

So that we can all work together for your benefit we may need to share some information about you with other NHS professionals outside of the Practice who are directly involved with your care.

To achieve this, our Practice has a default setting to gain your explicit consent to share your electronic health record to some local NHS services and local authorities (listed below) who use the SystmOne clinical record computer system.

With your explicit consent, we automatically share your health record with:

- ◆ 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

Your information will only be accessed on a “need to know” basis and where a legitimate professional relationship exists between the health worker and you. The organisation will still ask you for your consent before they access your record.

We also have a system in place to share your personal data to other organisations, subject to you providing a verification code. This works in a similar way to the verification process of internet banking, and is useful should you require an NHS service whilst in a different part of the country. For more information on this, please ask at reception or download a copy of our Fair Processing Notice from our website.

Sometimes the law requires us to pass on information, for example notification of births and deaths, court orders and whenever we encounter reportable infectious diseases (but not AIDS/HIV). Whenever we can, we shall remove details that identify you.

As part of healthcare management for the population, some specific information concerning treatments, drugs prescribed, numbers of patients seen is needed. The Practice must provide this statistical information to Central Government bodies. This helps to plan and improve services. Wherever possible your personal information, such as name and address is removed. If you are not happy for either anonymous or identifiable information to be used, please write to the Practice Manager.

Sharing of information is strictly governed by information protocols and the NHS Code of Practice for confidentiality. These are produced in accordance with legislation and good practice and are designed to protect your rights. All our staff are required to work within these guidelines and have signed confidentiality agreements.

OPT-OUTS

You have the right to object to your information being shared. Should you wish to opt-out of data collection, please contact the practice.