

Oxford Medical Practice

Privacy Notice

How We Use Your Personal Information

This Privacy Notice explains why the GP practice collects information about you and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you are now receiving or have received previously (e.g NHS Hospital, GP Surgery, Walk-in-Clinic etc.) These records help to provide you with the best possible care.

NHS health records may be electronic, on paper or a mixture of both and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice holds about you may include the following information:

- Details about you, such as your address, carer, legal representative, emergency contact.
- Any contact the surgery has had with you such as appointments and clinic visits.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc.
- Relevant information from other health professionals, relatives or those who care for you.

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to protect the health of the public and to help us manage the NHS. Information may be used within the GP Practice for clinical audit to monitor the quality of service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or re-admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS hospitals and from this GP Practice (using Apollo extraction software). A risk score is then arrived at through an analysis of your anonymised information using software managed by Optum, and is

only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just treatment of sickness. If necessary, your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

Medicines Management

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate and up to date and cost effective treatments. This service is provided to practices within West Kent Clinical Commissioning Group (CCG).

How Do We Maintain the Confidentiality of Your Records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Caldicott: Information Sharing (To Share or Not to Share)
- General Data Protection Regulations (GDPR) 2018

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances i.e life and death situations, where the law requires information to be passed on in accordance with the principles of a recent review (Caldicott: To Share or Not to Share).

This review accepted that sharing information can be as important as the duty to protect patient confidentiality. The new GDPR also provides us with the basis to process and share your medical records and personal data in order to provide medical care for you. The basis of how we do this is outlined in this and other specific Privacy Notices that are available to you via the surgery.

Where information is shared it is only done securely – such as via NHS encrypted emails.

Who Are Our Partner Organisations?

Subject to the strict regulations as outlined above we may share your information with the following organisations:

- NHS Hospital Trusts
- Other GPs
- Community Health Teams e.g Community Nurses
- NHS Commissioning Support Units
- Independent Contractors e.g dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authority Education Services
- Fire and Rescue Services
- Police and Judicial Services
- Other 'Data Processors' #

You will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

Access to Personal Information

You have the right under the (GDPR) to access your personal information. The GDPR replaces the Data Protection Act 1998 on May 25th 2018.

Under the GDPR you have the right to request access to view or to obtain copies of the information the surgery holds about you and to have it amended should it be inaccurate. In order to do this, you need to do the following:

- Your request must be made in writing to your GP. If the information you require is held by a hospital you should write directly to them.
- You will need to give adequate information e.g full name, address, date of birth, NHS number and details of your request.
- From May 25th 2018 we will be required to respond to you within 30 days and there will not be a charge unless the request is manifestly unfounded or excessive.

Retention of personal information

Within the practice we retain your medical records in line with the law and NHS guidelines and practice.

Objections/Complaints

Should you have any concerns about how your information is managed at the Practice, please contact the Practice Manager. If you are still unhappy following a review by the Practice, you can then complain to the Information Commissioner's Office (ICO) via the website www.ico.gov.uk

If you are happy for your data to be extracted and used for the purposes described in the privacy notice(s) then you do not need to do anything. If you have any concerns about how your data is shared then please contact the Practice.

Cookies

The Otford Medical Practice (www.otfordmedicalpractice.co.uk) uses cookies to store information on your computer. Some cookies on this site are essential and the site will not work without them.

Change of Details

It is important that you tell the person treating you if any of your details such as your name, address or telephone number have changed ,or if any of your details such as your date of birth are incorrect in order for this to be amended. You have a responsibility to inform us of any changed so our records are accurate and up to date for you.

Who is the Data Controller?

The Data Controller responsible for keeping your information secure and confidential is:
The Otford Medical Practice;
The accountable officer is Dr Alastair Eakins

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:

Otford Medical Practice
Leonard Avenue Otford Kent TN14 5RB

Or email

If you are still unhappy following a review by the Practice you can complain to the Information Commissioner's Office (ICO) at www.ico.org.uk or telephone 0303 123 1113 (local rate).

Oxford Medical Practice Partnership
May 2018 Drs Eakins,Rajan,Spensley,McGrath,Corke and Dale
Review: May 2019