

## 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 have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

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.

For the purposes of the General Data Protection Regulations data controller details are listed below:

Data Controller: Castle Medical Group, Ascebi House, 118 Burton Road, Ashby De La Zouch, Leicestershire, LE65 2LP

Data Protection Officer: Dr John Addison

Data Subject: Patients registered with Castle Medical Group

Personal Data that is processed:

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- 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 help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for internal clinical audit to monitor the quality of the service provided.

## Disclosures which are required by law or clinical audit requirements.

Some of this information will be held centrally and used for statistical purposes. 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 & Social Care Act 2012. The practice contributes to national clinical audits and will send data which are 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.

## **Disclosures for Medical Research or Health Management purposes.**

This practice contributes towards medical research and may send relevant information to medical research databases such as the Clinical Practice Research Datalink and QResearch and others when the law allows.

## **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 Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by West Leicestershire Clinical Commissioning Group, 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 the 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, up to date and cost effective treatments. This service is provided to practices within North West Leicestershire through West Leicestershire Clinical Commissioning Group.

## **Electronic Record Sharing with Local Authorities and Summary Care Record**

Health and social care providers who are involved in delivering care to you (either currently or in the future) can benefit from being able to access your electronic summary care record including enhanced information (if you have authorised your GP to share this data), to support them with making a fully informed decision about the care you require. The organisations this includes are Leicester City Council, Leicestershire County Council and Rutland County Council.

## **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
- Information: To Share or Not to Share Review.

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 or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

### **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- Primary Care Networks
- Federations
- NHS England
- NHS Commissioning Support Units
- Independent Contractors such as 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 Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for explicit consent for this 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 a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate.

In order to request this, you need to do the following:

- Your request must be made in writing to the GP
- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 30 days • You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

## **Objections / Complaints**

Should you have any concerns about how your information is managed at the Practice, please contact the GP Practice Manager. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice 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 company that hosts our practice website uses 3<sup>rd</sup> party cookies to collect anonymous data about your use of the website. This information is stored by Google and subject to their privacy policy which can be viewed here: <http://www.google.com/privacy.html> These cookies are not used to track you or your activity but if you do not wish these cookies to be stored on your computer, disable cookies in your browser settings

## **Change of Details**

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

## **Notification**

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)

The practice is registered with the Information Commissioners Office (ICO).

## **Complaints**

Should you have any concerns about how your information is managed by the Practice please contact the Complaints Manager at the following address: Castle Medical Group, Ascebi House, 118 Burton Road, Ashby De La Zouch, Leicestershire, LE65 2LP

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk), [casework@ico.org.uk](mailto:casework@ico.org.uk), telephone: 0303 123 1113 (local rate) or 01625 545 745