

How we keep your information confidential

Everyone working for the NHS and partner agencies has a legal duty to keep information about you confidential, including to

- ✓ Maintain full and accurate records of the care we provide to you
- ✓ Keep records about you confidential, secure and accurate

We **will not** share information that identifies you for any reason, unless:

- you ask us to do so, or have given us permission to do so - this includes talking on the phone to family or friends
- we must do so by law
- we have special permission for health or research purposes
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Our Partner Organisations

We may share information with the following main partner organisations; NHS England, Our Commissioners, NHS Trusts / Organisation (Hospitals, CCG's, Ambulance Service) and Social Services.

We may also share your information, **with your** consent and subject to strict sharing protocols about how it will be used with Education Services, Local Authorities, Voluntary Sector Providers and Private Sector Care Providers

If you believe we have breached any of your Data Protection Rights.

You have a right to complain to the Information Commissioner: Wycliffe house, Water Lane, Wilmslow, Cheshire SK9 5AF. <https://ico.org.uk/>

Parkside Medical Practice

Dr Deolkar, Dr Foster, Mr Moorhouse

Bulwell Riverside, Main Street, Bulwell, NG6 8QJ, Tel: 0115 927 9119

www.parksidemedicalpractice.co.uk



How we use your information

Better information, better health



This is our guide to

- ✓ Why the Practice collects information about you and how it is used
- ✓ Who we may share information with
- ✓ Your right to see your health records and how we keep your records confidential

It has been Updated for the GDPR 2016 and Data Protection Act 2018.

**Our guiding principle is that we are holding your records in
STRICT CONFIDENCE**

Why we collect information about you

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include

- ✓ basic details about you, such as address, date of birth, next of kin
- ✓ contact we have had with you such as clinical visits
- ✓ details and records about your treatment and care
- ✓ results of x-rays and laboratory test
- ✓ relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

- ✓ discuss and agree with you what they are going to record about you
- ✓ give you a copy of letters they are writing about you; and
- ✓ show you what they have recorded about you, if you ask.

We will only store your information in identifiable form for as long as necessary in and in accordance with the NHS England's Rules.

How your records are used

The people who care for you use your records to

- ✓ Inform health decisions made by you and care professionals
- ✓ Allow you to work with those providing care
- ✓ Make sure your care is safe and effective
- ✓ Work effectively with others providing you with care

The Practice Data Protection Officer is Paul Couldrey of PCIG Consulting Ltd, and is available via email: Couldrey@me.com Tel: 07525 623939

Others may also need to use records about you to

- ✓ check the quality of care (such as clinical audit)
- ✓ protect the health of the public
- ✓ keep track of NHS spending
- ✓ manage the health service
- ✓ help investigate any concerns or complaints you or your family have about your health care
- ✓ teach health workers and
- ✓ help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally confidential information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

The legal part

You have a right to privacy under the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act. The Practice needs your personal, sensitive and confidential data in order to perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the in compliance with Article 9, (h) of the GDPR.

You have the right to ask for a copy of all records about you, please speak to a member of the team if you wish to request access to your records. We will respond to all such requests within one month.

If you think anything is inaccurate or incorrect, please inform the Practice as soon as possible. For details of other rights about the use of your information please see our website.