

Fair Processing Notice - SystmOne

Introduction

This document is to explain to you the types of personal data we hold about you and how we may use this information for the benefit of your health and wellbeing. The document advises you on how we allow your electronic health record (and where applicable social care record) to be made available to other NHS Organisations, across a variety of healthcare settings. This is subject to your permission, via use of the computer system SystmOne. It informs you of your options should you wish to take further control of your SystmOne record. The information should be carefully considered and any concerns you have about the data we hold, and how we use it, should be raised with us.

The information we hold about you

The personal data we hold about you

As your registered GP practice we hold your electronic health (and where applicable social care) record. This contains sensitive information about you, your health and your wellbeing. The following list provides an example of the type of information (both past and present) that can be held within your record:

- Demographic and contact details (name, date of birth, address, telephone number, email address, gender, sex, religion, marital status etc.)
- Appointments and Consultations
- Diagnoses (including physical disabilities and mental health conditions)
- Medication, Vaccinations, Pathology results (e.g. blood tests) 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

Why do we (and other NHS Organisations) need access to your personal data

Why do we need access to your personal data?

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 efficient 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. Lack of access to your information may lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

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 (and where applicable social care) 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.

What do we mean by 'Direct Care'?

The term 'Direct Care' means a clinical health activity concerned with the prevention and investigation and treatment of illness. It includes supporting your ability to function and improve your participation in life and society. It also includes the assurance of safe and high quality care and treatment undertaken by one or more registered and regulated health or social care professionals and their team with whom you have a legitimate relationship for your care purposes.

It does not include access to information for purposes such as insurance, advertising or marketing.

How we share 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 (and where applicable social care) record is in our possession and within the clinical computer system, SystemOne. However, we recognise that each of our patients have differing health and social care needs and you may wish to control yourself how your personal data is shared. This can be done via 'Your Choices' stated below.

NHS Organisations we make your record available to

We work collaboratively with a variety of health and social care organisations across the NHS in South Devon and therefore with your assumed consent we make your electronic patient record available to a **select list of organisations** using the clinical record computer system, SystemOne.

These organisations are stated below:

- L83120 (Channel View Surgery)
- L83657 (Glendevon Medical centre)
- L83022 (Teignmouth Medical Group)
- L83005 (The Barton Surgery)
- L83051 (The Cricketfield Surgery)
- L83034 (Albany Surgery)
- L83666 (Buckland Surgery)
- L83046 (Devon Square Surgery)
- L83031 (Kingskerswell & Ipplepen Health Centres)
- L83004 (Kingsteignton Medical Practice)
- L83045 (Riverside Surgery Bovey & Towerhouse Surgery Chudleigh)
- 564263105106 (Torbay and South Devon Community – Intermediate Care & Therapies)
- 565899794100 (Torbay and South Devon Community – Community Nursing)
- 565899832106 (Torbay and South Devon Community – Community Phlebotomy)
- Torbay and South Devon NHS Foundation Trust Maternity Unit

All other health and social care organisations require you to verify their access (see section below).

Organisations we make your record available to, 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 assumed your consent we make your electronic health (and where applicable social care) record available to organisations subject to **you** providing them with a verification (security) code if/when **you present there for care**; it's similar to the verification (security) process you may be familiar with using for internet banking. Without this code the organisation will not be able to access your record.

Verification only applies to those health and social care organisations, using the clinical record computer system SystmOne, who are not mentioned above, as those who we have chosen to automatically share with (see above).

All other NHS commissioned services and local authorities providing health and social care services, using SystmOne, must ask you to provide verification via a PIN number sent to your phone and/or email address. Without this PIN number provided to the organisations, they will be unable to access your electronic record. Unless you put that organisation on your personal sharing list – see *Your choice* below, or ask the GP practice to add them to their sharing list.

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 hour's service). As soon as the verification (security) code is provided, the health professionals 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 ask that organisation to record refusal of your permission, or when you are discharged from their care.

You are free to withdraw your consent to share at any time, if you wish to stop sharing your electronic health record; you can contact your GP surgery and ask them to update your preferences. 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.

Your choice

You may not agree with the health and social care organisations we have chosen to have access to your detailed electronic health (and where applicable social care) record (the practice default). You can therefore control this yourself. 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 computer system, SystmOne, to access your record. This allows for any individual at these organisations (who have the appropriate access controls) to retrieve 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 permission** - You can refuse your permission for your record to become available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne, which prevents us sharing your clinical record to any other organisation involved in your care.

Please carefully consider the benefits of sharing your record, mentioned before choosing this option.

- **All organisations require you to provide a security code** - You can require 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. Alternatively, you will need access to SystmOnline to accept or reject a share request sent to your account by the organisation wishing to view your record. Please contact your GP receptionist to request to be enabled for SystmOnline.
- **Custom lists** - You can put together your own personal lists 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 for 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 Practice to ensure you understand the full implications of your decisions.
- **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 the organisation that recorded it.

When deciding which option to choose it is important to consider that your detailed record allows for an overall picture of your health and wellbeing to be assessed. This in turn helps health and social care professionals diagnose and prescribe appropriate courses of treatment to you. This ensures that the most safe and efficient care is provided. It will prevent you from having 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. Lack of access to your information may lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

You can make the above changes at any time by contacting your GP Practice, or by logging onto your SystmOnline account.