

### **How We Use Your Information**

This leaflet briefly explains why the doctor's surgery 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.

Records may be held in electronic or manual (written down) format, and may include the following information;

- Details about you, such as address and next of kin
- 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 and know you well

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 for clinical audit to monitor the quality of the service provided. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

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 endeavour to gain your consent before releasing the information.

Should you have any concerns about how your information is managed at the surgery please contact the Practice Manager to discuss how the disclosure of your personal information can be limited.

### **How do we maintain the confidentiality of your records?**

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

We maintain our duty of confidentiality to you at all times. 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), or where the law requires information to be passed on.

### **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
- Specialist Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

### **One Devon Dataset**

As well as using your data to support the delivery of care to you, your data may be used to help improve the way health and social care is delivered to patients and service users throughout Devon using Population Health Management methods.

We will use pseudonymised information (which cannot be used to identify you) which will be sent securely to NHS Devon ICB (Integrate Care Board).

Data will be used to help the Devon ICB improve health outcomes for patients in the area.

You may be picked up as someone who would benefit from additional care or support. If this happens, your information will be shared back to the practice, or to another local care provider, so they can offer you direct care.

More information on population Health Management can be found here:

<https://www.england.nhs.uk/integratedcare/what-is-integrated-care/phm/>

This data sharing is based on public interest. You have a right to object to your information being used in this way. If you wish to discuss this further, please ask to speak to the Admin team or Practice Manager.

### **GPConnect**

We share your record using GP Connect to make sure that, whether you are visiting the practice, attending hospital, or being seen in the community or at home by a care professional, everyone knows the care you need and how you want to be treated.

Your electronic health record is available to local providers who are involved in your care.

This includes the sharing of:

- Personal contact details
- Diagnoses
- Medications
- Allergies
- Test results.

Your records will be treated with the strictest confidence and can only be viewed if you use their service. Data will not be shared via GPConnect if any of the following apply:

- You have previously opted out of the Summary Care Record.
- You have declined to provide consent to share your Additional Information.
- Records that have been marked as sensitive or confidential are excluded from sharing.
- The RCGP exclusion set is respected, and no data shared.
- 'S' Flag rules are respected, and no data shared.

Should you wish to opt out, please speak to a member of the Patient Care team who will be able to update your preferences. **Please note that by opting out of this sharing, other health professionals may not be able to see important medical information, which may impact on the care you receive.**

As GPConnect processes data for the purposes of direct care, the national data opt-out does not apply.

### **Summary Care Record (SCR)**

NHS England have implemented the SCR which contains information about you; including your name, address, date of birth, NHS number, medication you are taking, and any bad reactions to medication that you have had in the past.

This information is automatically extracted from your records and uploaded onto a central system.

Many patients who are seen outside of their GP practice are understandably not able to provide a full account of their care, or may not be in a position to do so. The SCR means patients do not have to repeat their medical history at every care setting and the healthcare professional they are seeing is able to access their SCR.

The SCR can only be viewed within the NHS, on NHS smartcard-controlled screens or by organisations, such as pharmacies, contracted to the NHS.

As well as this basic record, additional information will also be added to include further information. You can find out more about the SCR here: <https://digital.nhs.uk/services/summary-care-records-scr>

## **NHS South, Central and West Commissioning Support Unit – Child Health Information Service (CHIS)**

South, Central and West Child Health Information Services (SCW CHIS) is commissioned by NHS England to support the monitoring of care delivered to children.

Personal data is collected from the child's GP record to enable health screening, physical examination and vaccination services to be monitored to ensure that every child has access to all relevant health interventions.

The legal basis for data collection: Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'; and Article 9(2)(h) 'necessary for the purposes of preventative 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...'

The data processor: SCW, Apollo Medical Software Solutions, System C.

For more information, please refer to SCW CHIS' Fair Processing Privacy Notice:

<https://www.scwcsu.nhs.uk/legal/fair-processing-notice-child-health-information-services>

## **Torbay and South Devon NHS Foundation Trust - Maternity Unit**

The Maternity Unit at Torbay and South Devon NHS Foundation Trust uses the clinical system, SystmOne. This is the same clinical system that Albany Surgery uses.

The Maternity Unit and Albany Surgery will be able to view information created by either party. They will not be able to edit or delete information created by the other party.

Individual entries can be marked as Private within SystmOne, hiding them from the other party. This can be done at the request of the patient, or at the discretion of the clinician / NHS professional in question.

The legal basis under which any information will be shared is for GDPR Article 6 1(e): 'processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Controller,'

Article 9 2(h): 'Processing is necessary for the purposes of preventative 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 management of health or social care systems and services on the basis of union or member state law or pursuant to contract with a health professional and subject to the condition and safeguards referred to in paragraph 3 of this legislation.'

## **Devon Partnership Trust and Torbay and South Devon NHS Foundation Trust**

Devon Partnership Trust and Torbay and South Devon NHS Foundation Trust will have access to the Practice's clinical system for the purposes of direct patient care.

### **Access to your Information**

You have a right under the Data Protection Act 1998 to access/view what information the surgery holds about you, and to have it amended or removed should it be inaccurate. This is known as 'the right of subject access'. If you would like to make a 'subject access request', please contact the surgery.

If you would like further information about how we use your information, or if you do not want us to use your information in this way, please contact the Practice Manager.