

KINGSMILLS MEDICAL PRACTICE

General Data Protection Regulation (GDPR) – Privacy Notice

The General Data Protection comes in to force on 25 May 2018, superseding the present Data Protection Act (1998).

Under the terms of the new GDPR, Kingsmills Medical Practice has a legal duty to explain to patients by means of a Privacy Notice what personal data is held about them and how it is collected and how that information may be used.

PERSONAL INFORMATION WE USE/HOLD

When you register with the practice you provide us with personal data on your registration form, via online registration for the prescription service and online booking of appointments and over the telephone. This data includes name, address, date of birth, landline number, mobile number, email address, next of kin, carer(s) legal representatives, emergency contact details and ethnicity.

Once registered with the practice your medical history from your previous practice(s) is sent to us. The provision of such information enables us to deliver effective patient centred medical care.

NHS health care records may be electronic, 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.

The healthcare professionals, who provide you with care, maintain records about your health and any treatment or care you have received. We may also share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital for treatment or an operation. The hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to-date when you receive care from other parts of the health service. We may also send details about your prescription to your chosen pharmacy.

Healthcare staff working in A&E and out of hours will also have access to your information. It is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Emergency Care Summary. For more information see: <http://www.gov.scot/resource/doc/143714/0036499.pdf>

You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object.

Records this practice hold about you may include the following information:

- Any contact the surgery has had with you such as appointments, emergency appointments, clinic visits 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/correspondence sent/received about you to/from other health professionals – ie referrals and clinic letters
- Medication record

HOW WE USE YOUR DATA

The administrative team use your personal data to make appointments for you, to generate prescriptions, to electronically file hospital clinic letters and to file/provide test results. The admin team only access your medical records on a “need-to-know” basis in order to carry out their duties.

Your mobile phone number may be used to send you text reminders of your appointments, to send texts inviting you to chronic disease clinics/flu clinics you may attend and to send texts regarding administrative matters, eg cancelling appointments. We may share your phone number with other healthcare professionals involved in your care. If you do not wish us sharing your phone number with other healthcare professionals please let admin staff know.

If you have provided us with your email address we may communicate with you in this way or send referrals by email to other services involved in your medical management.

The clinical team use your information to provide you with care and medical treatment.

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. Information may be used within the practice for clinical audit to monitor the quality of the 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 the individual patients cannot be identified if possible. The surgery will always gain your consent before releasing the information with medical research databases when the law allows. If the NHS uses information that does identify you, they must explain how and why your information is used.

MAINTAINING CONFIDENTIALITY

We are committed to maintaining confidentiality and protecting the information we hold about you. Every staff member who works at Kingsmills Medical Practice 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 (ie life or death situations), where the law requires the information to be passed on. We adhere to the General Data Protection Regulation (GDPR). The NHS Scotland Code of Practice, as well as guidance issued by the Information Commissioner's Office (ICO).

RETENTION PERIOD

In accordance with the Records Management NHS Codes of Practice (Scotland) your healthcare records will be retained for the duration of your life and for 3 years after your death

PATIENTS RIGHTS (as the Data Subject)

The right to erasure

The right to erasure is also known as "the right to be forgotten" and in general refers to an individual's right to request the deletion or removal of personal information where there is no compelling reason for Kingsmills Medical Practice to continue using it. However, the legal basis for collecting health data is not based upon consent and the data remains relevant to the public health and to your personal interests. Therefore, in general, your health records will not be deleted. After you leave the practice, your records are held by National Services (Scotland) who will retain the data until 'no longer necessary in relation to the purpose for which they were collected or otherwise processed'.

ACCESSING YOUR RECORDS

You are entitled to have access to your medical records by making a Subject Access Request 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
- We are required to respond within 30 days
- You will need to give adequate information (for example full name, address, date of birth, NHS number, photographic ID and details of request) so that your identity can be verified and your records located

Although we must provide this information free of charge, if your request is considered unfounded or excessive, or if you request the same information more than once, we may charge a reasonable fee.

Access by a third party, whom you have authorised to have access to your medical records ie. Solicitor/Insurance company is chargeable. Beware of the type of authorisation that you provide to Insurance companies as they are not entitled to your full medical record from birth and they should request a targeted medical report under the Access to Medical Records Act.

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 you have the right to complain to the Information Commissioner's Office (ICO). Follow this link:

<https://ico.org.uk/global/contact-us> or call the helpline 0303 123 1113

CHANGE OF DETAILS

You have a responsibility to inform the practice of any changes to your personal details so our records are accurate and up-to-date