

Privacy Statement for GP Practices

Riverside Medical Practice aims to ensure the highest standard of medical care for our patients. To do this we maintain records about you, your health and the care we have provided or plan to provide to you.

This privacy notice does not provide exhaustive details of all aspects of the collection and use of personal information by Riverside Medical Practice. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact Miss Rachael Stokes, Service Delivery Manager.

How We Use Your Information

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your records are used to:

- Provide a basis for all health decisions made by care professionals with and for you;
- Make sure your care is safe and effective.
- Work effectively with others providing you with care.

We also may use, or share, your information for the following purposes:

- Looking after the health of the general public.
- Making sure that our services can meet patient needs in the future;
- Auditing accounts;
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified);
- Investigating concerns, complaints or legal claims;
- Helping staff to review the care they provide to make sure it is of the highest standards;
- Training and educating staff;
- Research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to provide consent);

Disclosure of Information to Other Health and Social Professionals

At Riverside Medical Practice we work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

Our partner organisations

- other NHS hospitals;
- relevant GP Practices;
- dentists, opticians and pharmacies;
- Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS).
- Voluntary Sector Providers who are directly involved in your care;
- Ambulance Trusts;
- Specialist Trusts;
- Health & Social Care Information Centre (HSCIC);
- Clinical Commissioning Groups;
- NHS 111;
- out of Hours medical service;
- NHS walk in centres;
- NHS England;
- The Health and Social Care Information Centre (HSCIC).

We may also share your information, with your consent, and subject to strict sharing protocols, about how it will be used, with:

- local authority departments, including social care and health (formerly social services),
- education and housing and public health;
- Police and fire services

Computer System

Riverside Medical Practice operates a Clinical Computer System on which NHS Staff record information securely. This information can then be shared with other clinicians so that everyone caring for you is fully informed about your medical history, including allergies and medication.

To provide around the clock safe care, unless you have asked us not to, we will make information available to trusted organisations. Wherever possible, their staff will ask your consent before your information is viewed.

We consider patient consent as being the key factor in dealing with your health information.

Shared Care Records

To support your care, and improve the sharing of relevant information to our partner organisations when they are involved in looking after you, we will share information to other systems. The general principle is that information is passed to these systems unless you request this does not happen, but that system users should ask for your consent before viewing your record.

How we keep your information confidential and secure

At Riverside Medical Practice we are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security and the General Data Protection Regulations 2018. Everyone working in, or for, the NHS must use personal information in a secure and confidential way.

Riverside Medical Practice will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires it.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters unless we know that we have your consent to do so.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure

All persons who work or operate within Riverside Medical Practice sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical practice staff in order to perform tasks enabling the functioning of the practice. These are, but not limited to:

- Typing referral letters to hospital consultants or allied health professionals;
- Opening letters from hospitals and consultants;
- Scanning clinical letters, radiology reports and any other documents not available in electronic format;
- Photocopying or printing documents for referral to consultants;
- Handling, printing, photocopying and postage of medico legal and life assurance reports and of associated documents.

Right of Access to your Health Information

The Data Protection Act 1998 allows you to find out what information about you is held on a computer and in manual records. This is known as “right of subject access” and applies to personal information held about you. If you want to see the information about you that the practice holds:

- you will need to make a written request to the Practice Manager
- we are required to respond to you within 28 days;
- you will need to give adequate information (for example full name, address, date of birth NHS number etc);
- you will be required to provide ID before any information is released to you.

Who else may ask to access your information

- The **law courts** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. These will always be accompanied by your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children, parents etc) unless we also have their consent;
- Limited information is shared with **Public Health England** to help them organise national programmes for Public Health such as childhood immunisations;
- **Social Services**. The Benefits Agency and others may require medical reports on you from time to time. These will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can lead to loss of benefits other support. However, if we have not received your signed consent we will not normally disclose information about you;
- **Life assurance companies** frequently ask for medical reports on prospective clients. These are always accompanied by your signed consent form. We must disclose all relevant medical conditions unless you ask us not to do so. In that case, we would have to inform the insurance company that you have instructed us not to make a full disclosure to them.

You have the right, should you request it, to see reports to insurance companies or employees before they are sent.

Right to have incorrect information corrected

If you feel that information held about you is incorrect, you have the right to ask for it to be corrected. This applies to matters of fact, not opinion. Incorrect contact information such as your address will be corrected immediately. If the information is of a clinical nature, this will need to be reviewed and investigated by the Practice, which will result in one of the following outcomes:

- the Practice considers the information to be correct at the time of recording and will not amend the data. A statement from you may be placed within the record to demonstrate that you disagree with the information held. You have the right to appeal to the Information Commissioner;
- the Practice agrees that the information is incorrect, however, it is not legal to modify or remove information within the record as it represents 'historical information' which may have influenced subsequent events or decisions made. In these circumstances, a note will be made in the record which advises the reader of the inaccuracy and of the correct facts. The Practice will agree the content of the note with you.

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually, this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Riverside Medical Practice; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.

Sharing your information without consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- where there is a serious risk of harm or abuse to you or other people;
- where a serious crime, such as assault, is being investigated or where it could be prevented;
- notification of new births;
- where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS);
- where a formal court order has been issued;

- where there is a legal requirement, for example if you had committed a Road Traffic
- Offence.

Riverside Medical Practice is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

You may choose to restrict the collection or use of your personal information in the following ways:

- information you supply using any electronic form(s) on this website will only be used for the purpose(s) stated on the form;
- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct
- marketing purposes;

Right of Access to your Health Information

As a patient, you have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR) providing 2 verified forms of ID. Please ask at reception for a SAR form and you will be given further information. Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at riverside.inbox@nhs.net
NB: GP practices are data controllers for the data they hold about their patients
2. Speak to the Practice Manager for further information.

The Data Protection Officer (DPO) for Riverside Medical Practice is:-

Paul Couldrey, PCDC, NBV Enterprise Centre, 6 David Lane, Nottingham, Nottinghamshire, NG6 0JU,
Tel: 0155 838 6770 Email: info@pcdc.org.uk

Complaints or Concerns

If you have any concerns about how we use or share your information, or you do not wish us to share your information, then please contact our Practice Manager who will be able to assist you. In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the Information Commissioners Office (ICO). For further details, visit ico.org.uk and select 'Raising a concern'.

Changes to our privacy policy

We regularly review our privacy policy, and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed May 2023.