

Riverside Medical Practice – Privacy Notice

Riverside Medical Practice aims to ensure the highest standard of medical care for our patients and to do this we maintain records about you, your health and the care we have provided or plan to provide to you. In addition to the care we provide to patients Riverside Medical Practice also has a legal duty to explain how we use any personal information we hold about you as a registered patient.

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.

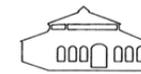
Disclosure of Information to Other Health and Social Professionals

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

Your data is collected for the purpose of providing direct patient care and in order to do this we work with a number of other NHS and partner agencies to provide healthcare services to you. Unless you have asked us not to, we will make information available to trusted organisations directly involved in your care. Wherever possible, their staff will ask your consent before your information is viewed.

- Other NHS hospitals;
- 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 /Public Health England



With your consent, and subject to strict sharing protocols, we may also share your information 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 maintains your health and treatment records in both electronic and paper format which NHS staff record information securely.

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 and considered 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.

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

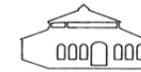
In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

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.

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 benefit or 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 employers before they are sent.

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.

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;
- 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.

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.

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 patients¹
2. Speak to the Patient Services Manager or Operational Services 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 Patient Services 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 2019.