**How the NHS and care services use your information**

Ford Medical Practice is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

* improving the quality and standards of care provided
* research into the development of new treatments
* preventing illness and diseases
* monitoring safety
* planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is only used like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn’t needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters). On this web page you will:

* See what is meant by confidential patient information
* Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
* Find out more about the benefits of sharing data
* Understand more about who uses the data
* Find out how your data is protected
* Be able to access the system to view, set or change your opt-out setting
* Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
* See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

[https://www.hra.nhs.uk/information-about-patients/](https://www.hra.nhs.uk/information-about-patients/%20) (which covers health and care research); and

<https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until 2020 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation is compliant with the national data opt-out policy.

**Why we collect information about you**:

Healthcare professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role, we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and information such as outcomes of needs assessments.

**Details We Collect about You**

The healthcare professionals who provide you with care maintain records about your health and any treatment or care you have received previously or elsewhere; e.g. NHS Hospital Trusts, other GP Surgeries, Out of Hours GP Centres, A&E Departments and Walk-in Clinics. These records help to provide you with the best possible healthcare.

Records which we may hold about you may include the following:

* Details about you, such as your address and next of kin emergency contacts
* Your home telephone number, mobile phone number and email address
* Any contact the practice has had with you, such as appointments, clinic visits, immunisations, emergency appointments and admissions
* Notes and reports about your health, 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, or information provided to the practice by you (including that provided via our practice website).

**How We Keep Your Information Confidential and Safe**

Your contemporaneous GP NHS health records are kept electronically. Our GP records database is hosted by EMIS Health Ltd., which is acting as a Data Processor. All information is stored on their secure servers in Leeds and protected by appropriate security, with access restricted to authorised personnel.

We also ensure Data Processors that support us are legally and contractually bound to operate, and can prove security arrangements are in place where data that could or does identify a person are processed.

We only email you or use your mobile number to text you regarding matters of medical care, such as appointment reminders and if appropriate, test results. Unless you have separately given us your explicit consent, we will not email you for non-medical matters, such as practice newsletters and other information.

We maintain our duty of confidentiality to you always. 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.

**How We Use Information about You**

Ford Medical Practice handles medical records according to the laws on data protection and confidentiality. Confidential patient data will be shared within the healthcare team at the practice, including medical, nursing and administrative staff, secretaries and receptionists. We also share medical records with other healthcare teams to whom a patient is referred; these individuals have a professional and contractual duty of confidentiality. Information is shared on a need to know basis and event by event.

Data about you is also used to:

* Manage national screening campaigns such as cervical cytology
* Manage the NHS and make payments (the data is usually de-identified)
* Check the quality of care provided by the NHS.

***Referrals for Specific Healthcare Purposes:***

Ford Medical Practice sometimes provides your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way. These include referrals to home oxygen services, the NHS Diabetes Prevention Programme, diabetes structured education and diabetes eye screening

*Data Sharing Schemes*

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise. These schemes include:

* National Summary Care Record (SCR)
* EMIS Web Local Record Sharing
* Electronic Referral and Information Sharing System (ERISS) - North West Ambulance Service (NWAS)
* Special Patient Notes to the Out Of Hours GP service – Primary Care 24
* South Sefton Primary Care Network (PCN)

3 *Data Processors:*

Ford Medical Practice uses Data Processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients; e.g. our GP records database, which is hosted by EMIS Health Ltd; Docmail for sending patient letters; AccuRx and Iplato for sending SMS text messages; and Egton, for digitisation of paper records.

*Mandatory Disclosures of Information:*

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances, the minimum identifiable information that is essential to serve that legal purpose will be disclosed. That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

Organisations that we are sometimes obliged to release information to include:

* NHS Digital
* NHS England
* South Sefton CCG
* Public Health England
* Local Authorities
* NHS Counter Fraud
* The Police Service
* The Courts
* HM Revenue & Customs
* The Driver & Vehicle Licensing Agency
* The Care Quality Commission
* The Health Service Ombudsman
* The General Medical Council.

In the event of actual or possible legal proceedings, we may need to disclose information from an individual’s GP record to a medical defence organisation.

*Permissive Disclosures of Information:*

Only with your explicit consent, Ford Medical Practice can release information about you, from your GP record, to relevant organisations. These may include your employer, insurance companies, solicitors, Local Authorities and the Police Service.

*Accessing Your Information on Other Databases:*

Ford Medical Practice can access certain medical information about you, when relevant or necessary, which is held on other databases (i.e. under the control of another Data Controller). These include NHS Digital’s Open Exeter database, Southport and Ormskirk Hospitals’ Sunquest ICE database, and Cheshire &Merseyside CSU’s Aristotle Business Intelligence Portal and Apex Insight. Accessing such information would only be for your direct medical care.

*Research:*

Ford Medical Practice sometimes undertakes accredited research projects. Where this involves accessing or disclosing identifiable patient information, we will only do so with the explicit consent of the individual and Research Ethics Committee approval.

*Further information about our data processing activities, including the lawful bases, can be found in our Detailed Privacy Notice, which is published on our website: http://www.thecornersurgery-southport.nhs.uk*

**Your Right to Object to Sharing Your Information:**

You have the right to object to (or opt-out of) ways in which your information is shared; both for direct medical care purposes, such as the national NHS data sharing schemes - i.e. *primary uses* of your information; and for purposes other than your direct medical care - so-called *secondary uses.*

Details of these purposes and how you can opt out can be found via the website :

<https://www.nhs.ul/your-nhs-data-matters>

**Accessing Your Own Medical Information:**

You have the right to access your own GP record. Details of how to do this can be found in our *Right of Access Policy,* which is published on our website. You have the right to have any factual inaccuracies about you in your GP record corrected.

You can also sign up to have secure online access to your electronic GP record. Details of how to do this can be found on our website or by speaking to our reception staff.

**Notification:**

The Data Protection Act 2018 requires organisations to register a notification with the Information Commissioner’s Office to describe the purposes for which they process personal and sensitive information.

We are registered as a Data Controller and our registration can be viewed online in the public register at:

[*https://ico.org.uk/ESDWebPages/Entry/Z6608498*](https://ico.org.uk/ESDWebPages/Entry/Z6608498)

**Complaints**

If you have concerns or are unhappy about any of our services, please contact our Practice Manager. Details of how to complain can be found on our website and are available in the surgery.

For independent advice about data protection, privacy and data sharing issues, you can contact:

The Information Commissioner

*Address:* Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

*Phone:* 0303 123 1113 *Website:* [*https://ico.org.uk/global/contact-us*](https://ico.org.uk/global/contact-us)

**Further Information**

If you would like any further information about primary or secondary uses of your GP record, opting out, access to your medical record, confidentiality or any other aspect of NHS data sharing or your medical records, then please contact the practice’s Data Protection Officer, Dr Ade Taiwo.