**Cullybackey Health Centre**

**Privacy Notice**

**Cullybackey Health Centre aims to ensure the highest standard of medical care for our patients.**

This Privacy Notice explains why we collect information about you and how that information may be used. We understand how important it is to you that we share your data securely and that we tell you how we use your data in a clear and transparent way.

Health care professionals, who provide you with care, maintain records about your health and any treatment or care you have received previously (e.g. via a NHS Trust, other GP Surgery, Walk-in clinic, etc.). These records are used to help to provide you with the best possible healthcare.

**Managing Your Information**

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

The Practice has a policy of patient confidentiality and we retain your information securely.

We will only ask for and keep information that is necessary. We will attempt to keep it as accurate and up-to-date as possible. We will explain the need for any information we ask for if you are not sure why it is needed.

We ask you to inform us about any relevant changes that we should know about. This would include such things as any new treatments or investigations being carried out that we are not aware of. Please also inform us of change of address and phone numbers.

All persons in the practice (not already covered by a professional confidentiality code) sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.

Access to patient records is regulated to ensure that they are used only to the extent necessary to enable the secretary or manager to perform their tasks for the proper functioning of the practice. In this regard, patients should understand that practice staff may have access to their records for:

* Identifying and printing repeat prescriptions for patients. These are then reviewed and signed by the GP.
* Typing referral letters to hospital consultants or allied health professionals such as physiotherapists, occupational therapists, psychologists and dieticians.
* Opening letters from hospitals and consultants. The letters could be appended to a patient’s paper file or scanned into their electronic patient record.
* Scanning clinical letters, radiology reports and any other documents not available in electronic format.
* Downloading laboratory results and Out of Hours reports and integrating these into the electronic patient record.
* Photocopying or printing documents for referral to consultants, attending an antenatal clinic or when a patient is changing GP.
* Checking for a patient if a hospital or consultant letter is back or if a laboratory or radiology result is back, in order to schedule a conversation with the GP.
* When a patient makes contact with a practice, checking if they are due for any preventative services, such as vaccination, ante natal visit, contraceptive pill check, cervical smear test, etc.
* Handling, printing, photocopying and postage of medico legal and life assurance reports, and of associated documents.

We 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.

**What information do we record?**

Medical records may be electronic, on 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. Records this GP Practice hold about you may include the following information:

* Details about you, such as your name, address, carer, next of kin, legal representatives and emergency contact details
* 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

**Use of information for research, audit or quality assurance**

It is usual for patient information to be used for these purposes in order to improve services and standards of practice.

In fact GPs are now required to perform audits. In general, information used for such purposes is done in an anonymous manner with all personal identifying information removed.

If it were proposed to use your information in a way where it would not be anonymous or the Practice was involved in external research we would discuss this further with you before we proceeded and seek your written informed consent.

Please remember that the quality of the patient service provided can only be maintained and improved by training, teaching, audit and research.

**Medicines Management**

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments.

[***The care.data programme – collecting information for the health of the nation***](https://www.england.nhs.uk/ourwork/tsd/care-data/)

**Disclosure of Information to Other Health and Social Professionals**

We may need to pass some of this information to other health and social care professionals in order to provide you with the treatment and services you need. Only the relevant part of your record will be released. These other professionals are also legally bound to treat your information with the same duty of care and confidence that we do.

Below is a list of organisations that we my share your information with:

* NHS Trusts
* GP practices
* Independent Contractors such as dentists, opticians, pharmacists
* Private Sector Providers
* Voluntary Sector Providers
* Ambulance Service
* Clinical Commissioning Group
* Out of Hours services

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

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

**Access to personal information**

You have a right under the General Data Protection Regulation 2018 to request access to view or to obtain copies of what information the surgery holds about you 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 Practice Manager

• we are required to respond to you within 30 days   
• you will need to give adequate information (eg full name, address, date of birth, H&C number and details of your request) so that your identity can be verified and your records located

**Transferring to another Practice**

If you decide at any time and for whatever reason to transfer to another practice we will facilitate that decision by making available to your new doctor a copy of your records following the request from BSO. For medico-legal reasons an archived copy will be retained within the computer system.

**Who is the Data Controller?**

The Data Controller, responsible for keeping your information secure and confidential is:

Cullybackey Health Centre

The practice is registered with the Information Commissioners Office (ICO).

**Complaints**

Should you have any concerns about how your information is managed at the Practice, please contact the Practice Manager at the following address:

Cullybackey Health Centre

Tober Park

Cullybackey

BT42 1NW

If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything.