

**ROSE MEDICAL PRACTICE
PATIENT PRIVACY NOTICE**

This Practice aims to provide you with the highest quality of Healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide.

These records may include:

- Basic details about you, such as address, date of birth, next of kin;
- Notes and reports about your health;
- Contact we have had with you such as clinical visits;
- Details and records about your treatment and care;
- Results of x-rays & laboratory tests;
- Telephone recordings of your voice;
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

The people who care for you use your records to:

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

We may also need to use records about you to:

- Check the quality of care;
- Protect the health of the general public;
- Help investigate any concerns or complaints you or your family have about your health care

We will not share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask and you give your consent;
- It is a clinical emergency;
- We have to do this by law

Everyone working for the NHS has a legal duty to keep information about you confidential. We have a duty to:

- Maintain full and accurate records of the care we provide to you;
- Keep records about you confidential, secure and accurate;
- Provide information in a format that is accessible to you (eg in large type if you are partially sighted).

You have the right

- You have the right to confidentiality under the Data Protection Act 1998 (DPA), The General Data Protection Regulations 2018, the Human Rights Act 1998 and the common law duty of confidentiality.
- You also have the right to ask for a copy of your records to enable you to verify the lawfulness of the processing of data held about you – Please write to the Practice FAO Data Controller at the normal surgery address detailing the information you require.

Our practice is compliant with the National Data Opt-out – this means that if you choose to opt-out, your data will not be used for research or planning in the NHS. You can set your own choice <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

The Data Controller for this Practice is: Dr Satpal Singh

The Data Protection Officer for this Practice is: Ms Sally Oldbury

See also the Leaflet – How We Use Your Personal Information.

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Update for February 2020:

GP Connect Appointment Management and Clinical Record Access within Integrated Urgent Care Service NHS 111, Yorkshire Ambulance Service	
What is it	<p>We have agreed with NHS 111 that when you ring them for medical advice, the NHS 111 Clinicians who speaks with you will be able to see a view of your GP health record, if you give your permission for them to view it at the time of the call.</p> <p>At the end of the call should you require an appointment at our Practice then the NHS 111 call handler or clinician will be able to immediately book you an appointment in the Practice.</p>
Data Controller	Rose Medical Practice
Purpose	<p>Having access to your health record will mean the NHS 111 Clinician will have a greater understanding of your medical history and health needs so that they can choose a course of action that is right for you. This may include booking a GP appointment directly with our Practice, should you require one. This means you won't have to make another phone call to get your GP appointment and the NHS 111 call handler or clinician will be able to do this on your behalf.</p>
Lawful basis	<p>The legal basis for processing your personal information under the General Data Protection Regulation is:</p> <p>Article 6(1)(e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; and</p> <p>Article 9(2)(h) Processing is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of Union or Member State law or a contract with a health professional.</p>
Type of information used	Information that identifies you such as your name, address and date of birth along with your medical history.
Who we will share the information with (recipients)	Your GP health record will only able to be seen by the NHS 111 Clinician who you speak with. The NHS 111 Call Handler is able to book you an appointment at the Practice but they will not be able to see your GP health record.
How we collect (the source) and use the information	Information recorded by the NHS 111 team will be sent electronically to the practice and recorded in your GP health record.
How long we will keep the information	The NHS 111 Clinician can only see a view of the GP health record. Their record of contact with you is kept by us in line with the Records Management Code of Practice for Health and Social Care 2016 retention schedule. This sets out that GP Patient Records should be retained for the life of the patient plus at least ten years after death.

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