

The Archway Surgery - Privacy Notice

This Privacy Notice explains why the Practice collects information about you, and how that information may be used. As Data Controllers, GPs have fair processing responsibilities under the Data Protection Act 1998 and now General Data Protection Regulations (GDPR 2018)

The Archway Surgery aims to ensure the highest standard of medical care for our patients. To do this we keep 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 The Archway Surgery however, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact The Practice Manager on 028 37521422

The Archway Surgery will always follow strict rules of 'Data Protection Principles' and will make sure information is :

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date
- Kept for no longer than is necessary
- Personal information is processed in line with data subject's rights
- Processed in a manner that ensures appropriate security of personal data.
- Personal information not transferred to other countries without adequate protection.

The health care 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 Trust, other GP Surgery, Out of Hours GP Centre, A&E, Walk-in clinic, etc.). 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, email address
- Any contact the surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments, etc.
- 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 surgery by you (including that provided via our surgery website)

Managing Your Information

- We need to know your personal, sensitive and confidential data in order to provide you with Healthcare services as a General Practice, and under the General Data Protection Regulation we will be lawfully using your information in accordance with: - Article 6, 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;” Article 9, (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems. This Privacy Notice applies to the personal data of our patients and the data you have given us about your carers/family members.
- 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 always inform us of any change of contact details.**
- 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 Co-op reports and performing integration of these results 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, life assurance reports and other welfare reports along with 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.

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 at all, unless we know that we have your consent to do so.

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 may share your information with:

- Business Services Organisation / Dept. of Health
- 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 Service
- Clinical Commissioning Groups;
- Out of Hours medical service;
- Health & Social Care Board & Trusts.

We are able to use a text, photograph and video messaging service to contact patients, called AccuRx Chain. This service has been approved locally by the Primary Care Programme Board. Your name and mobile telephone number are shared for purposes of, for example, sending appointment reminder messages, links to specific healthcare advice and recall requests. The lawful basis for this information

sharing is as detailed on page 2. For detailed information on how AccuRx use data, please see <https://www accurx.com/privacy-policy> and <https://www accurx.com/data-processing-agreement>.

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

Disclosures required or permitted under law

- The law provides that in certain instances personal information (including health information) can be disclosed, for example, in the case of infectious diseases.
- Disclosure of information to Employers, Insurance Companies and Solicitors - In the case of disclosures to insurance companies or requests made by solicitors from your records we will only release the information with your signed consent.
- In general, work related Medical Certificates from your GP will only provide a confirmation that you are unfit for work with an indication of when you will be fit to resume work. Where it is considered necessary to provide additional information we will discuss that with you. However, Social Welfare Certificates of Incapacity for work must include the medical reason you are unfit to work.

Use of information for training, teaching.

- Our practice is involved in the education of both medical/nursing trainees and medical students; they work in the practice under the supervision of the senior clinical staff, and may be involved in your care.

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. GPs on the GP register of the Medical Council are required to perform quality improvement activity, such as audit. 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.
- **NB. The quality of the patient service provided can only be maintained and improved by training, teaching, audit and research.**

Right of Access to your Health Information

The General Data Protection Regulation allows you to find out what information about you is held on 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:

- Please make a written request to the Practice manager giving adequate information for example full name, address date of birth NHS/HCN number etc. The Surgery can provide you with an application form to complete to enable your request.
- we are required to respond to you within 1 month;
- you will be required to provide ID before any information is released to you.

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 your records available for your new doctor **via the normal request from Business Services Organisation**. For medico-legal reasons we may also retain your electronic records in this practice for an appropriate period of time which may exceed eight years.

CCTV

The Archway Surgery collects data through the CCTV system for various reasons:

1. To control access to the building and to ensure the security of the building, the safety of staff, visitors and patients, as well as property and information located or stored on the premises;
2. To prevent, deter, and if necessary, investigate unauthorised physical access, including unauthorized access to secure premises and protected rooms, IT infrastructure, or operational information;
3. To prevent, detect and investigate a theft of equipment or assets owned by The Archway Surgery or tenants, visitors, patients or staff, or threats to the safety of personnel working at the office (e.g. fire, physical assault).

The Archway Surgery uses video-surveillance equipment for security and access control purposes, which is an action necessary for the management and functioning of the company. Therefore, the processing is lawful under Article 5(a) of the Regulation (EC) No 45/2001. The processing is supported under Article 6(1)(f) of the General Data Protection Regulation, ie. “...necessary for the purposes of the legitimate interests pursued by the controller or by a third party...”.

The CCTV system is not used for any other purpose, such as to monitor the work of employees or their attendance. It is important to notice that the location and positioning of the video-cameras are such that they are not intended to cover the surrounding public space; the cameras are aimed to give a general overview of what’s happening in certain places but not to recognize persons.

The system is also not used as an investigative tool or to obtain evidence in internal investigations or disciplinary procedures unless a security incident is involved. (In exceptional circumstances, the data may be transferred to investigatory bodies in the framework of a formal disciplinary or criminal investigation).

The CCTV cameras are installed at the front door, the front reception, the back door and along the rear windows, in a way that only people who want to access the site are filmed.

The CCTV system covers the area of entry and exit points of the building, entry points inside the building and the surround/car parking area.

2. What kind of data does The Archway Surgery collect?

The Archway Surgery collects just images caught on camera, and no voice is recorded.

3. Who is responsible for the processing of the data?

The Archway Surgery is the legal entity who initiated the processing of personal data and who determines the objective of this processing activity.

4. Who can see my data?

The images can be accessed by leading staff members of The Archway Surgery and by the contracted security company. All images are stored on-site and access to the hard-disc recorder is password protected.

5. How to control your data?

Contact The Archway Surgery on 37521400.

6. Can I access my data?

You have the right to access your data at any time and free of charge, by sending a subject access request.

7. Can I modify my data?

Modifying the CCTV footage is not allowed. However, you can modify the report written by the security staff in connection with a security incident, if applicable in your case.

8. Can I block you from processing my data?

You have the right to block the processing of your personal data at any time by contacting The Archway Surgery when you contest the accuracy of your personal data or when the company no longer needs the data for completing its tasks. You can also block the processing activity when the operation is unlawful, and you oppose to the erasure of the data. However, blocking is not possible in the case of an official investigation.

9. Can I delete my data?

You have the right to delete your data at any time when the processing activity is unlawful, by contacting The Archway Surgery.

10. Do you share my data with other organisations?

We may share CCTV data with staff working in the practices on-site and with the police, solicitors or insurers, for the necessary investigation of alleged criminal activities or property damage.

11. Do I have the right to object?

Yes, you have the right to object at any time by contacting The Archway Surgery when you have legitimate reasons relating to your particular situation. Moreover, you will be informed before your information is disclosed for the first time to third parties, or before it is used on their behalf, for direct marketing purposes.

The Archway Surgery will address your requests within 15 working days from the receipt of the request.

12. What can I do in the event of a problem?

Notify The Archway Surgery.

13. When will we start the processing operation?

We will start the processing operation when you are visiting the premises.

14. Security of personal data

The Archway Surgery is committed to protecting the security of your personal data. Therefore, we use several security technologies and procedures to help us to protect your personal data from unauthorised access, use or disclosure. We keep your data on computer systems that are limited access and just in controlled facilities.

15. How long do we keep your data?

The footage is kept for the minimum time allowed by the hardware and installed software, based on resolution. Recorded footage is automatically deleted.

Changes to this privacy notice:

We keep our privacy notice under regular review.

The Practice is registered as a Data Controller - our Registration Number is Z7079029.

The Data Protection Officer is The Practice Manager

The Information Commissioner's Office is the Regulator for GDPR.

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. If you are still unhappy following a review by your GP Practice you can then complain to the Information Commissioners Office (ICO) via their website www.ico.gov.uk

If you are happy for your data to be used for the purposes described in this Privacy Notice then you do not need to do anything. If you have concerns about how your data is shared then please contact the Practice.

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