**Privacy Information Leaflet**

**Woodland Road Surgery**

**57 Woodland Road, Northfield, Birmingham, B31 2HZ**

0121 475 1065

Email - woodlandroad.surgery@nhs.net

Website - [www.woodlandroadsurgery.nhs.uk](http://www.woodlandroadsurgery.nhs.uk)

**What is a Privacy Notice?**

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient’s data. It fulfils a legal requirement to protect a patient’s privacy.

We hold a central Practice Privacy Notice covering the main ways we use data and each of the main organisations we share data with. This leaflet serves as an oversight with the additional notices available in the folder within the main practice waiting room.

Privacy Notices are also available via email upon request – [woodlandroad.surgery@nhs.net](mailto:woodlandroad.surgery@nhs.net)

**Why do we need them?**

To ensure compliance with the General Data Protection Regulation (GDPR), Woodland Road Surgery must ensure that information is provided to patients about how their personal data is processed in a manner which is:

* Concise, transparent, intelligible and easily accessible;
* Written in clear and plain language, particularly if addressed to a child; and
* Free of charge

**What is the GDPR?**

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens’ data privacy and to reshape the way in which organisations across the region approach data privacy. The GPDR came into effect on 25 May 2018.

**How do we communicate our privacy notice?**

At Woodland Road Surgery, the practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

* Inform patients how their data will be used and for what purpose
* Allow patients to opt out of sharing their data, should they so wish

**What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, hospital letters, etc. and any other relevant information to enable us to deliver effective medical care.

NHS Health Records may be electronic, on paper or a combination of both and we then use a mixture of working practices and technology to ensure your information is kept up to date, confidential and secure. Records which Woodland Road Surgery hold about you may include the following –

* Your basic personal details such as your name, address, date of birth, NHS number, the name of other people who live at the same address as you, if you have a carer, any legal representative who has been in contact with us and your next of kin details if you have shared these with us.
* Details of any contact the practice has had with you such as appointments, consultation notes, discussions with members of the practice team outside of the consulting room (you may have called to chase up a letter or the outcome of a referral for example).
* We hold recordings of all telephone contact you have had with the practice, but this is only accessed if there is a query raised over the content of a call.
* Detailed notes and reports about your health and any appropriate care plan.
* Information about treatments, examinations and medication.
* Results or copies of any investigations done either at the practice or during a hospital consultation.
* Any other relevant information from other health care professionals, relatives or those who care for you.

**What do we do with your information?**

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

To ensure you get the best possible care your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may also be used within the practice for clinical audit purposes which allows us to monitor the quality of the services we provide.

Some of your information will be held centrally by other NHS organisations, such as NHS England or the Birmingham and Solihull CCG. Where this happens, strict measures are in place to ensure that individual patients cannot be identified.

**Maintaining confidentiality**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner’s Office (ICO).

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

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 (life or death situations), where the law requires the information to be passed on and/or in accordance with NHS information sharing principles. These are commonly referred to as the Caldicott principles which have an aligned framework setting out information sharing which is in the best interests of the patient.

**Who are our partner organisations?**

As you can imagine we work with many other organisations both within and outside the NHS, examples include local hospitals, out of hours services, social care providers, social services, ambulance trusts and pharmacists. Most of the time this is during the process of your routine care. However, we may share your information with these organisations under an existing proactive scheme such as summary care record or your care connected, both of which facilitate access to your basic health information by other NHS providers should you present to them (A&E for example).

In future, you will continue to be informed of planned data sharing activities which is for reasons other than your direct care, however there will be a new consent process requiring your explicit agreement to being included rather than the previous opt out process.

See below for more information on totally opting out of all data sharing activity.

**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 several sources, including Woodland Road Surgery; 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.

**Opt outs**

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service. You can change your choice at any time. To find out more or to make your choice visit [nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters) or call 0300 303 5678. Please discuss with the IG Lead or Managing Partner for further details.

**Accessing your records**

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). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

**What to do if you have any questions**

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 woodlandroad.surgery@nhs.net. GP practices are data controllers for the data they hold about their patients[[1]](#footnote-1)
2. Write to the data controller at Woodland Road Surgery, 57 Woodland Road, Northfield, Birmingham, B31 2HZ
3. Ask to speak to the managing partner Rachael Jackson, or their deputy Steph O’Neill

The Data Protection Officer (DPO) for Woodland Road Surgery is Arden & GEM CSU Head of Integrated

Governance who is based at -

NHS Arden and Greater East Midlands Commissioning Support Unit

Westgate House, Market Street, Warwick, CV34 4DE

• Email: agem.dpo@nhs.net

• Telephone: 0121 611 0730

**Complaints**

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 ICO. For further details, visit ico.org.uk and select ‘Raising a concern’. You can also telephone the ICO on 0303 123 1113.

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 no less than every three years or in line with further legislation change.

1. [BMA GPs as data controllers under the GDPR](https://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&ved=0ahUKEwi3gLCPg-zZAhWHJMAKHceMAvoQFgg7MAE&url=https%3A%2F%2Fwww.bma.org.uk%2F-%2Fmedia%2Ffiles%2Fpdfs%2Femployment%2520advice%2Fethics%2Fgps-data-controllers-under-gdpr-mar2018.pdf%3Fla%3Den&usg=AOvVaw31JOTJSIlR7y9BCae7OFfA) [↑](#footnote-ref-1)