

# Summary Privacy / Fair Processing Notice

**The Reddish Family Practice** has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

## 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, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

(\*This will include recording of all telephone calls for training and monitoring purposes – all data will be stored for a maximum of 1 month only). Please see our separate Privacy Notice for call recording for further information

It is important that you tell us if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

## How we will use 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 where the law allows.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the General Data Protection Regulations (GDPR).

We may also have to share your information, subject to strict agreements on how it will be used, with the following organizations or receive information from the following organizations:-

NHS Trusts / Foundation Trusts	Other GP Practices and GP Organizations
Independent Contractors e.g. dentists, opticians, pharmacists	NHS Commissioning Support Units
Private Sector Providers	Voluntary Sector Providers
Ambulance Trusts	Clinical Commissioning Groups
Social Care Services	NHS Digital
Local Authorities	Education Services
Fire and Rescue Services	Police & Judicial Services
Other 'data processors' which you will be informed of	

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

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

## Maintaining confidentiality and accessing your records

Reviewed: June 2022

Next review due: June 2023

Responsible officer: **The Reddish Family Practice**

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). 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.

### **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 a number of sources; 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**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

### **Retention periods**

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

### **Further Information**

The practice has prepared a series of Privacy Notices providing more information in relation to how we process your data. For more information please visit [web site](#) or ask at reception.

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's Data Protection Officer (DPO), **Umar Sabat. He can be contacted by emailing: [stoccg.dop-stockport@nhs.net](mailto:stoccg.dop-stockport@nhs.net)**
2. The practice is the data controller for the data held about its patients. You can write to the data controller at **The Reddish Family Practice, 306 Gorton Road, reddish SK5 6RN**
3. Ask to speak to the practice manager **Mrs Jenny Webster** or their deputy **Mr Robert McDermott**

### **Complaints**

Should you have any concerns about how your information is managed at this Practice, please contact the Practice Manager. If you are still unhappy after we have responded to your concerns, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.org.uk](http://www.ico.org.uk)).

### **Changes to our privacy policy**

Reviewed: June 2022

Next review due: June 2023

Responsible officer: **The Reddish Family Practice**

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.