

NEEDHAM MARKET COUNTRY PRACTICE

Title	Practice Privacy Notice
Date Reviewed	11 th February 2018

2018 PRIVACY NOTICE

Privacy Policy
This policy explains how Needham Market Country Practice uses the personal information collected from you for the provision of your medical care. It also describes how long that information is kept for and the limited circumstances in which we might disclose it to third parties
Information about you and how we use it
When you come to the surgery, information about you, your medical treatment and family background may be recorded, on paper and computer, to help us care for you. The information is part of your health record and will be kept in case we need to see you again. Members of the clinical teams looking after you may share your personal health information with each other. This team may include healthcare professionals and support staff. All NHS staff are bound by law and a strict code of confidentiality, and are monitored by the Surgery's Caldicott Guardian (Dr Chris Lewis), who is responsible for ensuring patients' confidentiality is respected. Your confidentiality is very important to us, and we have strict controls in place to protect your information.
How your records are used to help you
Accurate, up-to-date information about you: <ul style="list-style-type: none">• helps staff to assess your health and care for you• will help staff to treat you in future, in the surgery or elsewhere• allows staff to monitor and if necessary investigate the care you have received.
How your records help us
Accurate, up-to-date information about you: <ul style="list-style-type: none">• helps us provide high quality care and meet all our patients' needs• helps us train healthcare professionals and support research and development• is necessary for the surgery to be paid for your treatment• supports audits of NHS services and accounts• supports investigation of any incidents or issues that arise• contributes to national NHS statistics.
Sharing your information
Sometimes we have to pass on information by law: <ul style="list-style-type: none">• to notify a birth or death• when an infectious disease such as meningitis or measles may endanger the safety of others• where a formal court order has been issued• when sharing information with the police may prevent a serious crime, or prevent harm to you or other people. We may have to share information about you with non-NHS staff (for example Social Services): we will only do this if it is necessary, and if we need your consent we will ask you for it. The main NHS organisations which may need your information are Clinical Commissioning Groups, Commissioning Support Units, other NHS trusts, hospitals, other GP practices and ambulance services. If we have to share information about you, we will remove your personal details where possible.
Your information rights
<ul style="list-style-type: none">• You have the right to know how we will use your personal information.• You have the right to see your health record (your medical notes). This is known as Right of Subject Access.• You have the right to object to us making use of your information.• You can ask us to change or restrict the way we use your information and we have to agree if possible.• You have the right to ask for your information to be changed, blocked or erased if it is incorrect.
Cookies
Our practice website uses cookies to function correctly. You may delete cookies at any time but doing so may result in some parts of the site not working correctly.
Change of Details

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It is important that you tell the person treating you 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.

Accessing your Health Record (a 'Subject Access' request)

If you wish to see full details of the information the Needham Market Country Practice holds in connection with you, you will need to make a subject access request under the General Data Protection Regulations 2018. You have a right 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, your request must be made in writing. For information from the hospital or other NHS Organisations you should write directly to them.

There may be a charge to have a printed copy of the information held about you

We are required to respond to you within 30 days

You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located.

To see a copy of your health record or to ask to see parts of it relating to specific points, please send a written request to:

Subject Access, Needham Market Country Practice, Barking Road, Needham Market, Suffolk, IP6 8EZ

or by email to iesccg.needhammarketpractice@nhs.net

Your notes will be prepared for you and depending on what you require access to online records may be granted, a document could be emailed to you or a qualified member of staff will talk you through the content.

Your right to see some information may be limited - for example, if it includes details about other people.

Lawful basis for direct care and administrative purposes

All health and adult social care providers are subject to the statutory duty under section 251B of the Health and Social Care Act 2012 to share information about a patient for their direct care. This duty is subject to both the common law duty of confidence and currently the DPA98 (and in due course the DPA18 and GDPR 2018).

For common law purposes, sharing information for direct care is on the basis of implied consent, which may also cover administrative purposes where the patient has been informed or it is otherwise within their reasonable expectations. Under the GDPR, for processing personal data in the delivery of direct care, and for providers' administrative purposes, the Article 6 condition for lawful processing that is available to all publically funded health and social care organisations in the delivery of their functions is:

6(1)(e) '...for the performance of a task carried out in the public interest or in the exercise of official authority...'

Personal data concerning health are special categories of personal data; the most appropriate Article 9 condition for direct care or administrative purposes is:

9(2)(h) '...medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems...'

Length of time information will be held

In order to comply with the General Data Protection Regulations, your details will only be kept for the shortest time required. This will vary according to the type of data being held.

Notification

The General Data Protection Regulations 2018 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk

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

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is: Rebecca Alden, Needham Market Country Practice.

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address: Rebecca Alden, Needham Market Country Practice, Barking Road, Needham Market, Suffolk, IP6 8EZ

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. If you have any concerns about how your data is shared then please contact the practice.

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). www.ico.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745

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APPENDIX A – NEEDHAM MARKET COUNTRY PRACTICE ROUTINE SHARING PARTNERS

Processing Activities	Sharing Partners (including any third party providers of services)	Link
Referral	West Suffolk Hospital	http://www.wsh.nhs.uk/Home.aspx
	Ipswich Hospital	http://www.ipswichhospital.nhs.uk/
	Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
	Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
	Allied Physios.	http://ahpsuffolk.co.uk/
	Suffolk Social Services.	https://www.suffolk.gov.uk/adult-social-care-and-health/
	East Anglian Ambulance Service.	https://www.eastamb.nhs.uk/
	BMI Hospital	https://www.bmihealthcare.co.uk/hospitals/bmi-st-edmunds-hospital
	Suffolk GP Federation	https://suffolkfed.org.uk/
	NHS Continuing Healthcare.	http://www.ipswichandeastsuffolkccg.nhs.uk/LocalServices/ContinuingHealthcare.aspx
	Spire	https://www.spirehealthcare.com/
	Norfolk & Suffolk Mental Health Trust	www.nsft.nhs.uk
	Suffolk Community Healthcare/CCC	http://www.suffolkcommunityhealthcare.co.uk/Home.aspx
	Customer First	https://www.suffolk.gov.uk/
	AAA Screening	http://www.colchesterhospital.nhs.uk/abdominal_aortic_aneurysm.shtml
Bupa	https://finder.bupa.co.uk/Hospital/view/52979/west_suffolk_hospital	
Nuffield Health	https://www.nuffieldhealth.com/privacy	
Test Results	CareUK	www.careuk.com/care-homes/our-care-homes/our.../improving-services-in-suffolk

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	Express Diagnostics (24hr ECGS)	www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/
	St Nicolas Hospice	https://stnicholashospice.org.uk/
	The Pathology Partnership	https://www.healthwatchsuffolk.co.uk/services/north-east-essex-and-suffolk-pathology-services-neeps/
GP+	Suffolk GP Federation	https://suffolkfed.org.uk/
Electronic Prescribing	Decided by patient	Patient nominates their own pharmacy
Discharge notices	West Suffolk Hospital	http://www.wsh.nhs.uk/Home.aspx
	Ipswich Hospital	http://www.ipswichhospital.nhs.uk/
	Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
	Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
Confidential waste removal	Shred It	https://www.shredit.co.uk/en-gb/privacy-policy
Online Triage	Engage Consult (Wiggly Amps) and then eConsult	https://www.wiggly-amps.com/privacy-policy/ https://econsult.net/privacy-policy/
Online Access	Patient Access	https://patient.emisaccess.co.uk/content/privacy
Patient Texts	MJOG	https://www.mjog.com/
Pathology Courier	The Pathology Partnership	https://www.healthwatchsuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip...
	North East Essex, Suffolk Pathology Services	http://www.ipswichhospital.nhs.uk/a-zofservices/clinicaldepartments/pathology.htm
Patient Notes Transfer	Capita	www.capita.com/
	CitySprint Courier	https://www.citysprint.co.uk/
Police Requests	Suffolk Constabulary	https://www.suffolk.police.uk/
Coroner	Suffolk Coroners	https://www.suffolk.gov.uk/births-deaths-and-ceremonies/the-coroner-service/

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reports	Service	
Quality, performance, payment and safety reports	ACE	www.acecic.co.uk/
	East Anglian Diabetic Eye Screening	www.eadesp.co.uk/
	Provide	https://www.provide.org.uk/access-to-your-information/
	CQRS	https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information
	NHS England	https://www.england.nhs.uk/
	IESCCG	www.ipswichandeastsuffolkccg.nhs.uk/AboutUs.aspx
	Public Health	https://www.suffolk.gov.uk/adult-social-care-and-health/public-health/
Provision of IT Systems and Support	NELCCG	www.nelcsu.nhs.uk/
Provision of clinical system	EMIS Web	https://www.emishealth.com/products/emis-web
Infectious Diseases	Anglia Health Protection Team	https://www.gov.uk/guidance/contacts-phe-health-protection-teams
Staff Pension	NEST	https://www.nestpensions.org.uk/schemeweb/NestWeb/faces/public/.../loginPage.xhtml
Telephone System	APR	http://www.aprtelecoms.co.uk/
Cleaning	Helping Hands	http://www.helpinghandscleaning.co.uk/ (No patient identifiable data shared with Helping Hands. Confidentiality agreement in place with staff)
Digital Dictation	Lexacom	https://www.lexacom.co.uk/privacy-policy/
Accountancy	BDO	https://www.bdo.co.uk/en-gb/privacy-statement
Banking	Lloyds Bank	https://www.lloydsbank.com/
Sexual Health	GUM	www.icash.nhs.uk
Healthy Living	One Life Suffolk	www.onelifesuffolk.co.uk
Drug/ Alcohol	Turning Point	www.turning-point.co.uk
Mental Health	Wellbeing	www.wellbeingnands.co.uk

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Care Homes	Barking Hall & Uvedale	www.healthcarehomes.co.uk
Care Homes	Baylham CC & Barham CC	www.cardinal-healthcare.co.uk/Uvedale
Private Hospital	Nuffield	www.nuffieldhealth.com
Gender Identity Clinic	GIDS	www.gids.nhs.uk
Ophthalmology	Evolutio	www.evolutio-uk.com
Counselling	Mind	www.suffolkmind.org.uk
DVLA	DVLA	www.gov.uk/dvla
Housing	Suffolk CC	www.midsuffolk.gov.uk
Out of Hours Service	Adastra	https://www.oneadvanced.com/privacy-policy/