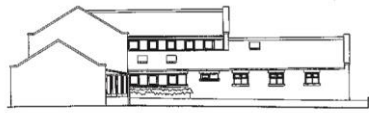


Dr J L Ford  
Dr A E Care  
Dr S Tunstall  
Dr A Rehman  
Dr S Cameron  
Dr H Tayyab  
Dr J A Hawkswell



Tel: (01484) 428282  
grange.admin@nhs.net

The Grange Group Practice  
Fartown Grange  
Spaines Road  
Huddersfield  
HD2 2QA

## PATIENT PRIVACY NOTICE

### How we use your personal information

This notice explains why the GP practice collects information about you and how that information may be used. The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice hold about you may include the following information;

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your 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
- Telephone call recordings that you have made to the practice are recorded for training and monitoring purposes. This data is retained for 6 months.
- CCTV video recordings of certain areas of the practice including the waiting room. This data is retained for 31 days. We record and retain images for the purposes of security. Police and judicial services may request this data.
- Mobile telephone number: we send text messages for appointment confirmation, reminders and general health promotion. You can change your mind at any time and opt-in or opt-out by letting us know.

### Please note:

If you provide your personal contact details, e.g. address, telephone number and/or mobile number, email address, and if you have given your consent for us to use this data, we may contact you with text messages, phone calls, email or letters. We will hold this data on your patient record. We will only contact you for the purposes of your health care. You may withdraw your consent at any time.

To ensure you receive 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 be used within the GP practice for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

### **How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- General Data Protection Regulations 2018
- Information: To Share or Not to Share Review

Staff do have access to the patient's medical records. 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, for example, if a GP refers you to a specialist consultant then your information will be shared with this provider, as part of the process of the GP referring you.

We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

### **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Not for Profit Providers
- Voluntary Sector Providers

- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services

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

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

### **Access to personal information**

You have a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the practice holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

- Your request must be made in writing to the Data Controller – for information from the hospital or another provider you should write direct to them
- There may not be a charge to have a printed copy of the information held about you (exceptions may apply)
- We are required to respond to you within one calendar month
- 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.
- You will need to be as specific as possible in your request for information to ensure it is not excessive, for example by giving a date range.

### **Change of Details**

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.

### **Notification**

The Data Protection Act 1998 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](http://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: Dr Tunstall at The Grange Group 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:

The Grange Group Practice, Fartown Grange, Spaines Road, Fartown, Huddersfield, HD2 2QA.

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](http://www.ico.org.uk), [casework@ico.org.uk](mailto:casework@ico.org.uk), telephone: 0303 123 1113 (local rate) or 01625 545 745.

November 2018