

**THE BRIDGES MEDICAL PRACTICE**

**PRIVACY NOTICE**

**Introduction**

This document explains who we are, why information is collected about you, the ways in which this information may be used, who it is shared with and how we keep it safe. It also explains how the practice uses the information we hold about you, how you go about accessing this information if you wish to see it and to have any inaccuracies corrected or erased.

**Who we are**

The Bridges Medical Practice is a well-established GP surgery based in Weymouth. The Practice has 2 sites – one in the town centre and the other at Littlemoor. Our staff of General Practitioners and other Health Care Professionals provides primary medical care services to our practice population of over 16,000 patients and our administrative and managerial staff support the team in providing care for patients.

In relation to this notice The Bridges Medical Practice is the Data Controller of patient information. Our Data Protection Officer is Helen Williams / Emily Hutchings, NHS Dorset Clinical Commissioning Group.

**WHAT INFORMATION DO WE COLLECT FROM YOU?**

GP Records are stored electronically and on paper and include personal details about you such as your address, carers, legal representatives, emergency contact details, as well as:

* Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments and telephone calls
* Notes and reports about your health
* Details about your treatment and care
* Details about any medication you are taking
* Results of investigations such as laboratory tests, x-rays
* Relevant information from other health professionals, relatives or those who care for you

**WHY DO WE COLLECT THIS INFORMATION?**

Your records are used to ensure you receive the best possible care from our staff. It enables the staff to see previous treatments, medications and enables them to make informed decisions about future decisions about your care. It helps the doctors to see lists of previous treatments and any special considerations which need to be taken into account when care is provided.

Important information is also collected to help us to remind you about specific treatment which you might need, such as health checks, or reminders for screening appointments such as cytology reminders.

Information held about you may be used to help protect the health of the public and to help us to improve NHS services. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Staff at the practice use your information to help deliver more effective treatment to you and to help us to provide you with proactive advice and guidance.

**Recorded telephone calls**

We record all incoming and outgoing telephone calls to and from the Practice for the following purposes:

* to help with staff training;
* to enable us to obtain the necessary facts in the event of a complaint;
* for medico-legal purposes; and
* for quality assurance to allow us to audit and improve our service to you.

Recordings of telephone calls will only be accessed where necessary by the Practice management team.  Recordingsare stored in accordance with the Records Management Code of Practice for Health and Social Care 2016 Retention Schedule, after which they are deleted.

**Who MIGHT WE share your information with?**

There are a number of ways information collected about you is shared, which includes:

* Patient referrals

With your agreement, we may refer you to other services and healthcare providers not provided by the practice, or they may work with other services to provide your care in the practice. Once you have been seen for your referral, the other health care provider will normally tell us about the treatment they have provided for you and any follow up which we need to provide. This information is then included in your GP record

* Local Hospital, Community or Social Care Services

Sometimes the clinicians caring for you need to share some of your information with others who are also supporting you. This could include hospital or community based specialists, nurses, health visitors, therapists, district nurses or social care services.

For example, if you attend the Minor Injuries Unit at Weymouth Community Hospital then, with your consent, they are able to view and add to your GP record.

* Summary Care Record (SCR)

A Summary Care Record is an electronic record of important patient information, created from the GP medical records. It contains information about medication you are taking, any allergies you suffer from and any bad reactions to medications you have previously had. It can be seen and used by authorised staff in other areas of the health and care system involved in your direct care. Giving healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when your GP practice is closed. Your Summary Care Record also includes your name, address, date of birth and your unique NHS Number to help identify you correctly. If you and your GP decide to include more information it can be added to the Summary Care Record, but only with your express permission. For more information visit <https://digital.nhs.uk/summary-care-records/patients>

* National Services

There are some national services like the National Cancer Screening Programme that collect and keep information from across the NHS. This is how the NHS knows when to contact you about services like cervical, breast or bowel cancer screening. Often you have the right to not allow these organisations to have your information.

You can find out more about how the NHS holds and shares your information for national programmes on the [NHS Choices website.](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx)

* Other NHS organisations

Sometimes the practice shares information with other organisations that do not directly treat you, for example, Clinical Commissioning Groups. Normally, it will not be possible to identify you from this information. This information is used to plan and improve services. The information collected includes data such as the area patients live, age, gender, ethnicity, language preference, country of birth and religion. The CCG also collects information about whether patients have long term conditions such as diabetes, blood pressure, cholesterol levels and medication. However, this information is anonymous and does not include anything written as notes by the GP and cannot be linked to you.

* Primary care networks

Primary Care Networks (PCNs) are groups of GP Practices working closely together with their local partners (e.g. other primary and community care staff, mental health, social care, pharmacy, hospital and voluntary services for the benefit of patients and the local community). Our Practice is part of Weymouth and Portland PCN, alongside Cross Road Surgery, Dorchester Road Surgery, Royal Crescent and Preston Road Surgery, Royal Manor Health Centre and Wyke Regis Health Centre.

Working as part of a network rather than a stand-alone business means that the GP Practices in our PCN can share expertise and resources which means that we can offer a wide range of services to suit the needs of our local community to give you the best possible care. You may be seen by clinicians from anywhere in our PCN, at any of our Practices. In order that they can give you the best possible care, they will have access to your health data. Only healthcare staff involved in your care will have access to your record. If you do not want your records to be shared with the PCN then please let us know.

* Dorset care record (DCR)

Health and social care organisations in Dorset may hold different sets of records about you, and not every organisation uses the same system. The Dorset Care Record is a confidential computer record that joins up all these different records to create one complete and up to-date record. Sharing appropriate information electronically to a single place, offers direct access for authorised health and social care professionals to provide as full a picture as possible of your history, needs, support and service contacts.

If you do not wish your information to be shared in this way, you will need to opt-out of the Dorset Care Record. You can do this by contacting the Privacy Officer on the [DCR website](https://news.dorsetforyou.gov.uk/dorset-care-record/opt-out/). The Dorset Care Record have their own Privacy Notice, available on the [website](https://news.dorsetforyou.gov.uk/dorset-care-record/files/2019/05/External-Privacy-Notice-DCR-March-2019.pdf)

* Diabetic eye screening

The Dorset Diabetic Eye Screening Programme is provided by Health Intelligence Ltd, commissioned by NHS England South (Wessex) as part of the National Diabetic Eye Screening Programme. We share information with Health Intelligence in order to provide diabetic retinopathy screen for our diabetic patients.

You can find out more about the Diabetic Eye Screening on their [website](http://www.despdorset.co.uk/diabetic-eye-screening/privacy-notice/).

* Covid-19 and the use of your information

To look after your healthcare needs during the current coronavirus pandemic, we may urgently need to share your personal information including medical records with clinical and non-clinical staff who belong to organisations that are permitted to use your information and need to use it to help deal with the Covid-19 pandemic. This means that we may need to share your personal information for the purposes of treating you or a member of your family, and to allow us and other healthcare organisations to monitor the disease, assess risk and manage the spread of the disease. We may also need to use your information and health data to enable digital consultations and diagnoses, although we will always do this with your security in mind. We will only share your personal information when it is necessary to meet your needs or to meet public healthcare needs. These are temporary measures introduced by the Secretary of State for Health and Social Care and, unless a further extension is required, will expire on 30 September 2020.

In line with the COVID-19 Public Health Directions 2020 from the Secretary of State for Health and Social Care the practice is supporting vital coronavirus (COVID-19) planning and research by sharing your data with NHS Digital. For more information about this see:

<https://digital.nhs.uk/coronavirus/gpes-data-for-pandemic-planning-and-research/general-practice-transparency-notice>

**Please note** that the data protection and electronic communication laws do not stop us from sending public health messages to you, either by phone, text or email, as these messages are not direct marketing.

* ACR Monitoring for Diabetics

A pilot programme to monitor urine albumin : creatinine ratio (ACR) annually for diabetics is being provided at this Practice by Healthy.io, which enables patients with diabetes to test their kidney function from home.  With your permission we will share your contact details with Healthy.io to enable them to contact you and send a testing kit to you.  This will help identify those at risk of kidney disease and proactively manage early interventions for the benefit of patient care.  If you do not wish to be contacted by Healthy.io, you will have the opportunity to say so by replying to the text message sent from Two Harbours.

  Information regarding the programme can be found on the [Two Harbours website](http://twoharbourshealthcare.co.uk/healthy-io-acr-project/)

* General Practice Data for Planning and Research (GPDfPR)

As well as using your information to support the delivery of care to you, your data may be used by NHS Digital to help improve the way health and social care is delivered to patients and service users throughout England.  From 1 July 2021, NHS Digital will securely extract your information to provide access to patient data to the NHS and other organisations who need to use it, to improve health and social care for everyone.

NHS Digital will primarily use your information in a way that does not identify you (your information will be pseudonymised).  However, they will be able to use their software to identify you in certain circumstances, and where there is a valid legal reason to do so.  NHS Digital may also share your information with third parties such as Local Authorities, Primary Care Networks (PCNs), Clinical Commissioning Groups (CCGs), research organisations, including universities and pharmaceutical companies.

At the time of publication (May 2021), patients who have a [“type 1” opt- out](https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/care-information-choices), will  be excluded from this programme and will not have their data extracted for this purpose.  Further information about GPDfPR can be found here: <https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice>.

We will rely on Legal Obligation (Article (6)(1)(c)), Health and Social Care (Article 9(2)(h)) and Public Health (Article (9)(2)(i)) as the legal basis for processing your data for this purpose.

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

The healthcare professionals who provide your care maintain records about your health.  This is a record of your care history and allows health care professionals to review your care to help inform future decisions about your treatment. Sharing this information helps to improve the treatment you receive, such as a hospital consultant writing to your GP.   We follow strict data sharing guidelines to keep your information safe and secure.

**HOW LONG DO WE KEEP YOUR INFORMATION?**

Health and social care records are subject to a nationally agreed code of practice which regulates the minimum period for which records must be kept. This specifies that GP records should be retained until 10 years after the patient’s death or after the patient has permanently left the country, unless they remain in the European Union. Electronic patient records must not be destroyed or deleted for the foreseeable future. For more information, see the records management code of practice: <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>

**How do we keep your information safe?**

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

* General Data Protection Regulation 2017
* 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
* Information: To Share or Not to Share Review

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 such as a life or death situation, or where the law requires information to be passed, or where it is in the best interest of the patient to share the information.

In May 2018, a new national regulation called the General Data Protection Regulation came into force and the practice has a legal responsibility to ensure that we will also comply with these regulations.

**YOUR INDIVIDUAL RIGHTS**

* Have inaccuracies corrected
* Have information erased
* Data portability

The practice does not engage in any profiling or use any automated decision making tools without having human input.

* **ACCESSING INFORMATION**

You have a right under the Data Protection legislation to request access to obtain copies of all the information the surgery holds about you. You are also allowed to have information amended should it be inaccurate.

In order to access your medical record, you need to let the practice know by making a Subject Access Request (SAR).

The practice will respond to your request within one month of receipt of your request. 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.

It will be very helpful to the practice if you could specify any particular information you need so we can provide the information to you as soon as possible.

Usually there is no charge to see the information that the practice holds about you unless the request is excessive or complicated.

For information about your hospital medical records, you should write direct to them.

* **HAVE INACCURACIES CORRECTED OR ERASED**

If you feel that the personal data that the practice holds about you is inaccurate or incomplete then please let us know and we will update your records within one month of notification. If this incorrect information has been sent onwards, we will also inform any other organisations of this. If it is not possible to correct the information then we will write to you to let you know the reason behind the decision and inform you how you can complain about this.

If you feel information in your health record should not be there, you can ask the practice to erase that information. We will look at each request specifically. Please bear in mind there may well be legal reasons why we will need to keep data even if you request it to be erased. We will explain this to you in detail in our response.

* **DATA PORTABILITY**

You have the right to access your data in a format which allows you to re-use and share it with other organisations should you wish. As such, we will provide your data in a structured, commonly used and machine readable form.

* **RIGHT TO OBJECT**

As a patient, you have the right to object to personal data about you being used or shared.

You also have the right to restrict the use of data the practice holds about you. If you do wish to object, please contact the practice. This will prevent your confidential information being used other than where necessary by law.

If you are a carer and have a Lasting Power of Attorney for health and welfare then you can also object to personal data being used or shared on behalf of the patient who lacks capacity.

If you do not hold a Lasting Power of Attorney then you can raise your specific concerns with the patient’s GP. If you have parental responsibility and your child is not able to make an informed decision for themselves, then you can make a decision about information sharing on behalf of your child. If your child is competent then this must be their decision.

A sperate notice for under 16s is available.

**Objections / Complaints**

Should you have any concerns about how your information is managed at the practice, please contact Helen Carter, Deputy Practice Manager. The practice will listen to your concerns and try and act upon the concerns raised as best we are able. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website: [www.ico.gov.uk](http://www.ico.gov.uk/)

**Changes to Privacy Policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 2 June 2021.