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**Carmel Medical Practice**

**PRIVACY NOTICE**

**How we use your information**

This privacy notice explains why we as a Practice collect information about our patients and how we use that information.

**Carmel Medical Practice** manages patient information in accordance with existing laws and with guidance from organisations that govern the provision of healthcare in England such as the Department of Health and the General Medical Council.

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 and Information Security

As data controllers, GPs have fair processing responsibilities under the **Data Protection Act 1998**. In practice, this means ensuring that your personal confidential data (PCD) is handled clearly and transparently, and in a reasonably expected way.

The **Health and Social Care Act 2012** changed the way that personal confidential data is processed, therefore it is important that our patients are aware of and understand these changes, and that you have an opportunity to object and know how to do so.

The health care professionals who provide you with care maintain records about your health and any NHS treatment or care you have received (e.g. NHS Hospital Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be processed electronically, on paper or a mixture of both; a combination of working practices and technology are used to ensure that your information is kept confidential and secure. Records held by this GP practice may include the following information:

* Details about you, such as address and next of kin
* Any contact the practice has had with you, including appointments (emergency or scheduled), clinic visits, etc.
* Notes and reports about your health
* Details about treatment and care received
* Results of investigations, such as laboratory tests, x-rays, etc.
* Relevant information from other health professionals, relatives or those who care for you

The practice collects and holds data for the sole purpose of providing healthcare services to our patients and we will ensure that the information is kept confidential. However, we can disclose personal information if:

1. It is required by law
2. You provide consent – either implicitly or for the sake of their own care, or explicitly for other purposes
3. It is justified to be in the public interest

Some of this information will be held centrally and used for statistical purposes. Where we hold data centrally, we take strict and secure measures to ensure that individual patients cannot be identified.

Information may be used for **clinical audit** purposes to monitor the quality of service provided, and may be held centrally and used for statistical purposes. Where we do this we ensure that patient records cannot be identified.

Sometimes your information may be requested to be used for **clinical research** purposes – the practice will always endeavour to gain your consent before releasing the information.

Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care.

Patients can choose to withdraw their consent to their data being used in this way. When the practice is about to participate in any new data-sharing scheme we will make patients aware by displaying prominent notices in the surgery and on our website at least four weeks before the scheme is due to start. We will also explain clearly what you have to do to ‘opt-out’ of each new scheme.

A patient can object to their personal information being shared with other health care providers but if this limits the treatment that you can receive then the doctor will explain this to you at the time.

**Mobile Telephone**

If you provide us with your mobile phone number we may use this to send you reminders about any appointments or other health screening information being carried out.

**Practice Website**

The Practice Website is provided by Neighbourhood Direct Ltd (a member of Oldroyd Publishing Group Limited) in partnership with Myria Limited and uses the GP Fusion GP Website system.

HTTPS

The Practice Website is https-secured, which means communication between the user’s web browser and the server hosting the website are encrypted and cannot be intercepted on route. It also means a padlock icon is visible in the browser address bar.

Friends and Family Test

Any information supplied via our Friends & Family Test form is stored securely and accessed securely by designated Practice staff. The information is submitted by patients and used for quality monitoring purposes, in line with the expectations of the patients submitting the feedback. The form does not request personal information and is therefore anonymous. Data entered via the FFT form is kept for as long as the site is active unless it is deleted by a site administrator.

Server Logs

The Web Server hosting our Practice Website automatically collects audit logs of Website usage. These logs include the IP addresses of Website users. Web Server Logs are used to monitor, measure, analyse, improve, and troubleshoot services only. They are not published or passed to any third parties, and are used solely to maintain service quality. Audit logs are kept for 6 months and are automatically deleted.

Analytics

Our Practice Website includes activity tracking via Google Analytics. Google anonymises the user activity data and does not store IP addresses.

Links to Other Websites Which Request Personal Details

The Practice Website directs patients out to SystmOnline, a third-party secure website service for appointments, request repeat prescriptions and viewing some parts of their medical records.

Secure Forms

Secure forms within the SystmOnline site are used to allow Patients to:

* Book an Appointment
* Cancel an Appointment
* Request a Repeat Prescription
* Request a Telephone Consultation

Details entered into secure forms are stored in an encrypted state on the server for up to 28 days. The details submitted are only used for the stated purpose of the form.

Cookies

Our website does use cookies to optimise your experience.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, storing your preference and general improving your experience of a website. Cookies make the interaction between you and the website faster and easier.

Cookies may be set by the website you are visiting or they may be set by other websites who run content on the page you are viewing.

A cookie is a simple text file that is stored on your computer or mobile device by a website’s server and only that server will be able to retrieved or read the contents of that cookie. Each cookie is unique to your web browser. It will contain some anonymous information such as a unique identifier and the suite name and some digits and numbers it allows a website to remember things like your preference or login.

Some people find the idea of a website storing information on their computer or mobile device a bit intrusive, particularly when this information is stored and used by a third party without them knowing. Although this is generally quite harmless you may not, for example, want to see advertising that has been targeted to your interest. If you prefer, it is possible to block some or all cookies or even to delete cookies that have already been set, but you need to be aware that you may lose some functions of that website.

**Risk Stratification**

Risk stratification is a process for identifying and managing patients who are at high risk of requiring emergency or urgent care. Typically this is because patients have a long term condition such as COPD, cancer or other medical condition at risk of sudden worsening. NHS England (the national Commissioning Board) encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to provide care plans and planned care with the aim to prevent avoidable admissions or other emergency care.

Information about you is collected from a number of sources including NHS Trusts and from this GP practice. A risk score is then arrived at through an analysis of your de-identified information using software provided by **NECS** as the data processor and is provided back in an identifiable form to your GP or member of your care team as data controller.

Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services.

Please note that you have the right to opt out of Risk Stratification.

Should you have any concerns about how your information is managed, or wish to opt out of any data collection at the practice, please contact the practice, or your healthcare professional to discuss how the disclosure of your personal information can be limited.

Patients have the right to change their minds and reverse a previous decision. Please contact the practice, if you change your mind regarding any previous choice.

**Invoice Validation**

If you have received treatment within the NHS your personal information may be shared within a strictly monitored, secure and confidential environment in order to determine which Clinical Commissioning Group should pay for the treatment or procedure you have received.

Information such as your name, address and date of treatment may be passed on to enable the billing process - these details are held in a secure environment and kept confidential. This information will only be used to validate invoices, and will not be shared for any further commissioning purposes.

**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 the Data Protection Act 1998 (which is overseen by the Information Commissioner’s Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security. Every staff member who works for an NHS organisation has a legal obligation to maintain the confidentiality of patient information.

All of our staff, contractors and committee members receive appropriate and regular training to ensure they are aware of their personal responsibilities and have legal and contractual obligations to uphold confidentiality, enforceable through disciplinary procedures. Only a limited number of authorised staff have access to personal information where it is appropriate to their role and is strictly on a need-to-know basis.

We maintain our duty of confidentiality to you at all times. 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 (i.e. life or death situations), or where the law requires information to be passed on.

**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
* Specialist Trusts
* Independent Contractors such as dentists, opticians, pharmacists
* Private Sector Providers
* Voluntary Sector Providers
* Ambulance Trusts
* Clinical Commissioning Groups
* Social Care Services
* Local Authorities
* Education Services
* Fire and Rescue Services
* Police
* Other ‘data processors’

**Access to personal information**

You have a right under the **Data Protection Act 1998** to access/view information the practice holds about you, and to have it amended or removed should it be inaccurate. This is known as ‘the right of subject access’. If we do hold information about you we will:

* give you a description of it
* tell you why we are holding it
* tell you who it could be disclosed to
* let you have a copy of the information in an intelligible form

If you would like to make a ‘subject access request’, please contact the practice manager in writing. There may be a charge for this service. Any changes to this notice will be published on our website and on the practice notice board.

The practice is registered as a data controller under the Data Protection Act 1998. The registration number is **Z642717X** and can be viewed online in the public register at <https://ico.org.uk/>

**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. 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 Liane Cotterill, Senior Governance Manager & Data Protection Officer who can be contacted at:

North of England Commissioning Support

Teesdale House

Westpoint Road

Thornaby

Stockton-on-Tees

TS17 6BL

**Tel:** 01642 745042

Any changes to this notice will be published on our website and displayed in prominent notices in the surgery.

**Further information**

Further information about the way in which the NHS uses personal information and your rights in that respect can be found in:

* The NHS Care Record Guarantee : <http://www.nigb.nhs.uk/pubs/nhscrg.pdf>
* The NHS Constitution : <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>
* NHS Digital’s Guide to Confidentiality in Health & Social Care gives more information on the rules around information sharing : <http://content.digital.nhs.uk/article/4979/Assuring-information>

An independent review of information about patients is shared across the health and care system led by Dame Fiona Caldicott was conducted in 2012. The report, ***Information: To share or not to share? The Information Governance Review***, be found at:

 <https://www.gov.uk/government/publications/the-information-governance-review>

[*NHS England – Better Data, Informed Commissioning, Driving Improved Outcomes: Clinical Data Sets*](http://www.thelakesidesurgery.co.uk/modules/downloads/download.php?file_name=26) provides further information about the data flowing within the NHS to support commissioning.

Please visit the [NHS Digital website](http://content.digital.nhs.uk/collectingdata) for further information about their work. Information about their responsibility for collecting data from across the health and social care system can be found.

The Information Commissioner’s Office is the Regulator for the Data Protection Act 1998 and offer independent advice and guidance on the law and personal data, including your rights and how to access your personal information. For further information please visit the [www.ico.gov.uk](http://www.ico.gov.uk)