

How we use your Personal Information

This fair processing notice explains why Birley Health Centre collects information about you and how that information may be used.

The health care professionals who provide you with care hold and maintain records about your health which includes any treatment and care you have received previously at NHS Trusts, GP Surgeries and Walk-in clinics for example. These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which Birley Health Centre hold may include any of the following information:

- Details about you such as your address, career, legal representative and emergency contact details
- Any contact between you and the surgery such as appointments, clinic visits and emergency appointments
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests and x-rays
- Relevant information from other health professionals, relatives or those who care for you

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 and the surgery will always gain your consent before releasing information for this purpose.

Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. 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 managed by Sheffield CCG and is only provided back to your GP as data controller in an identifiable form. 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 your data being used in this way.

Medicines Management

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided to practices by Sheffield CCG Medicines Management Team.

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
- Information: To Share or Not to Share Review

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. 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.

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
- GPs
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector 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 and 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.

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 surgery 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 to be made in writing to the GP. For information from the hospital you should write directly to them
- 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

Please note:

- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 40 days

Change of Details

It is important that you tell the person treating you of any changes to your details such as your name and address and if any information we hold about you is incorrect such as your date of birth, so that it can be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date.

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 Controllers, responsible for keeping your information secure and confidential are:

- Senior Information Risk Officer – Mrs Kiz Haigh – Practice Manager
- Caldicott Guardian – Dr Charles Heatley – Senior GP Partner

Objections / Complaints

Should you have any concerns about how your information is managed at Birley Health Centre please contact the Practice Manager at the following address:

Birley Health Centre
120 Birley Lane
Sheffield
S12 3BP
0114 235 8038

If you are still unhappy following a review by the practice, you can then complain to the ICO via their website www.ico.gov.uk. Telephone: 0303 123 1113 (local rate) or 01625 545 745.

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