

PRIVACY NOTICE

This Privacy Notice explains why Uwchaled Medical Practice collects information about you and how we may use that information.

Why issue a privacy notice?

Uwchaled Medical Practice recognises the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values and being transparent and open. This notice also explains what rights you have to control how we use your information.

Why do we collect and hold information about you?

In order to provide you with the highest quality care we must keep records. These records are held on a secure computer system, our 'clinical system', and some are in paper form too. This information can then be shared with other Clinicians so that everyone caring for you is fully informed about your relevant medical history.

It is very important that the health professionals involved in your care have accurate and up to date information so that they can give you the best possible treatment, care or advice.

Information which can be accessed, where there is a need, includes:

- personal information, such as name, date of birth, gender;
- allergies;
- medication;
- hospital admission, attendances and referral dates;
- vaccinations and immunisations;
- test results, including measurements such as blood pressure;
- diagnoses (current and previous problems);
- treatment and medical procedures.

How we use information

- To help inform decisions that we make about your care
- To ensure your treatment is safe and effective
- To work effectively with other organisations who may be involved in your care
- To support the health of the general public
- To ensure our services can meet future needs
- To review care provided to ensure it is of the highest standard possible
- To train healthcare professionals
- For research and audit
- To prepare statistics on performance
- To monitor how we spend public money

Disclosure of Information to Other Health and Social Professionals

We work with a number of other NHS and partner agencies to provide healthcare services to you. We may also share your information with your consent, and subject to strict sharing protocols about how it will be used, with other Health and Social Care departments and the Police and Fire Services.

How We Keep Your Information Confidential and Secure

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and Security. Everyone working in or for the NHS must use personal information in a secure and confidential way.

Please be aware that your information will be accessed by non-clinical Practice staff in order to perform tasks enabling the functioning of the Practice. These are, but not limited to:

- Typing referral letters to Hospital Consultants or allied Health Professionals
- Opening letters from hospitals and Consultants
- Printing prescriptions
- Scanning clinical letters, reports and any other documents not available electronically
- Photocopying or printing documents for referral to Consultants
- Handling, printing, photocopying and postage of medico legal and life assurance reports and other associated documents
- When you register with the Practice we may ask for proof of ID – this is to ensure that no one tries to register you at the Practice using your identity but without your knowledge. Please be assured that any copies of ID that we take at that point are destroyed once we have confirmation of your registration by NHS Wales. This takes 2-3 days maximum.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

All persons in the Practice (whether employed by the Doctors, or for the Local Health Board) sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal health information and the consequences of breaching that duty.

Right of Access to Your Health Information

The General Data Protection Regulation allows you to find out what information about you is held on computer and in manual records. This is known as “right of subject access” and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

- You will need to make a request to the practice manager.
- We may ask you to complete a request form to establish exactly what parts of your record you need.
- You will need to give us adequate information for us to be sure that your request is legitimate (address, date of birth, NHS number etc) plus a form of identification to enable us to confirm your identity.
- There may be a charge for excessive requests for information held about you
- We are required to respond to you within one month

Who Else May Ask to Access Your Information

- The **Court** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children parents etc.) unless we also have their consent;
- **Social Services** - The Benefits Agency and others may require medical reports on you from time to time. We will need your signed consent to provide information to them.
- **Life Assurance Companies/Employers/Occupational Health Doctors** frequently ask for medical reports on individuals. These are always accompanied by your signed consent form.

We will only disclose the relevant medical information as per your consent. You have the right, should you request it, to see reports prepared for Insurance Companies, employers or occupational Health doctors before they are sent.

Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence

The practice is committed to ensuring that your privacy is protected.

Change of Details

It is important that you tell us if any of your details such as your name, address, home telephone number or mobile telephone number has 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 kept accurate and up to date at all times.

This Privacy Notice does not provide exhaustive details of all aspect of the collection and use of personal information by Uwchaled Medical Practice. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact:

Practice Manager, Helen Williams

Telephone: 01490 420210

Complaints

Should you have a complaint about how your information is managed at the practice, please contact the Practice Manager. If you remain unhappy with the Practice's response, you can complain to the Information Commissioner Office www.ico.gov.uk

Changes to This Privacy Notice

We keep our Privacy Notice under regular review. This Privacy Notice will next be reviewed in May 2019.