**Who we are**

**The Crookes Practice are here to provide patient-centred healthcare - as providers of healthcare to you we hold records about your health. The Practice is the Data Controller of the information it holds about you and is responsible for keeping that secure and confidential.** Should you have any concerns about how your information is managed at the GP Practice, please contact the Data Protection Officer at:

### **The Crookes Practice**

### **203 School Road**

### **Sheffield**

### **S10 1GN**

### **0114 267 1280**

### [SHECCG.TheCrookesPractice@nhs.net](mailto:SHECCG.TheCrookesPractice@nhs.net)

**How we use your personal information**

This Privacy 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 holds about you may include the following information;

• Details about you, such as your address, if you have a carer or 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

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 in a fully anonymised format. However where identifiable information is required the surgery will always gain your consent before releasing the information for this purpose.

**Ways we may communicate with you**

We may need to contact you for a variety of reasons including to:

* Offer you a new appointment or alter an existing one
* Send you a reminder of an existing appointment
* Arrange for transport to be provided
* Ask your opinion of our services
* Tell you about other health and social care services (such as Flu Jabs)

Our standard way to contact you is by letter or telephone. We may also use automated telephone calls, emails, SMS text messaging and where appropriate, social media. If you do not wish to be contacted by any of these other methods please inform us.

**General Data Protection Regulation Legal Basis for processing your information in this way**

Where it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority and it is for the purpose of medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems.

**Objections / Complaints**

Should you have any concerns about how your information is managed at the GP Practice, please contact the Data Protection Officer at the address detailed above.

You have a right to ask the following:

* Access to or obtain a copy of the information held about you (see Access to Personal Information below for how to request this)
* For your information to be corrected if it is factually incorrect
* Object to your information being processed in certain circumstances

If you are still unhappy following a review by the Practice you can then you can complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk), casework@ico.org.uk, or telephone: 0303 123 1113 (local rate) or 01625 545 745

**How the NHS and care services use your information**

The Crookes Practice is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

• improving the quality and standards of care provided

• research into the development of new treatments

• preventing illness and diseases

* monitoring safety

• planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn’t needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters). On this web page you will:

* See what is meant by confidential patient information
* Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
* Find out more about the benefits of sharing data
* Understand more about who uses the data
* Find out how your data is protected
* Be able to access the system to view, set or change your opt-out setting
* Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
* See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

[https://www.hra.nhs.uk/information-about-patients/](https://www.hra.nhs.uk/information-about-patients/%20) (which covers health and care research); and

<https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until 2020 to put systems and processes in place so they can apply your national data opt-out choice. Our organisation ‘is / is not currently’ able to apply your national data opt-out choice to any confidential patient information we may use or share with other organisations for purposes beyond your individual care.

**Improving Care Pathways**

The Practice will at times employ staff from the local NHS Commissioning Group to undertake reviews of referrals and pathways of care for patients registered at the practice and compare these to referrals and pathways at other practices for the same diagnoses. These are then reviewed with an appropriately qualified clinician to ensure patients are able to access the most appropriate care for them, in the right place (possibly closer to home) and by the right person, first time.

**General Data Protection Regulation Legal Basis for processing your information in this way**

Where it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority and it is for the purpose of medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems.

**Individuals Rights in respect of processing the above information**

Access

Rectification

Object to the processing for this purpose

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

[***The care.data programme – collecting information for the health of the nation***](https://www.england.nhs.uk/ourwork/tsd/care-data/)

**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 Legislation   
• 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.

Retention of Records

All NHS records are held in line with the Records Management Code of Practice for Health and Social Care 2016

**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  
• 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  
• Voluntary Sector Providers  
• Private Sector Providers  
• Other ‘data processors’ which you will be informed of

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

We may also use external companies to process personal information, such as for 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 Legislation to request access to view or to obtain copies of what information the surgery holds about you and to have it amended where it is factually inaccurate. In order to request this, you need to do the following:

• Your request must be made directly to the GP Practice– for information from the hospital you should contact them directly.   
• We are required to respond to you within 1 calendar month, although this may be extended if the request is complex, but you should be informed of any delays.  
• You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) in order that your records can be located efficiently.

NB/ You may be asked for proof of identity so we know we are releasing your information to the correct person

**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 are incorrect, such as date of birth 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.

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).

This Privacy Notice is valid from 16th November 2018