

Queens Medical Centre Privacy Notice

How we use your personal information

This fair processing 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 hold about you may include the following information;

- Details about you, such as your address, carer, 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 – the surgery will always gain your consent before releasing the 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 NHS Northern, Eastern and Western Devon Clinical Commissioning Group, 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.

Med 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 within North Yorkshire through Harrogate and Rural District Clinical Commissioning Group.

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.

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 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 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 must be made in writing to the GP – for information from the hospital you should write direct to them
- 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
- 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

Objections / Complaints

Should you have any concerns about how your information is managed at the GP, please contact the GP Practice Manager. 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).

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.

Cookies

Important Information

The health and medical information contained within this website is intended solely for the patients of this practice and should never be used as a substitute for seeking advice from your GP.

1. Accuracy

Whilst we have made every attempt to ensure the accuracy and validity of all information provided on this website, the practice does not accept responsibility for events arising from the use of the information provided. Advice offered to patients, while being as accurate and complete as possible, should not be used as a substitute for a consultation with the patient's own doctor.

2. Links

All links from this website are provided for information and convenience only. We cannot accept responsibility for sites linked to, or for the information found there. A link does not imply an endorsement of a site; likewise, not linking to a particular site does not imply lack of endorsement. This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit

3. Website Availability

We cannot guarantee uninterrupted access to this website, or the sites to which it links. We accept no responsibility for any damages arising from the loss of use of this information.

4. Medical Information on the Internet

If you use the Internet for medical information then please be aware of the following points:

- Review more than one site and attempt to obtain a balanced view
- Check for the authors' names and qualifications - anonymous information is less likely to be sourced accurately
- Uses sites that are regularly updated
- Be aware that advertising might influence the site contents - check for commercial sponsorship
- Avoid online consultations and diagnoses
- Information sourced from outside the UK might describe treatments not available here

5. Data Collection

We collect information from users who communicate with us via the website, aggregate information on which pages users access or visit, and information volunteered by the viewer (such as survey information and/or site registrations). The information we collect is used to improve the content of our product and the quality of our service.

As a data controller, the Company is required to notify the Information Commissioner's Office that it is processing personal data. The Company is registered in the register of data controllers. Data controllers must renew their notification with the Information Commissioner's Office on an annual basis. Failure to notify constitutes a criminal offence. Any changes to the register must be notified to the Information Commissioner's Office within 28 days of taking place. The Designated Officer shall be responsible for notifying and updating the Information Commissioner's Office.

6. Cookies

You can be assured that My Surgery Website does not use cookies to track your activity online.

6.1 My Surgery Website Limited does not set first party cookies on this website containing any personal data unless specifically instructed to do so by the user. For example, if a user requests to be remembered on a form then a cookie is set to retain the form data for next time.

6.2 The Web Site uses third-party Cookies to collect anonymous traffic data about your use of this website. This information is stored by Google and subject to their privacy policy, which can be viewed here: <http://www.google.com/privacy.html>. Google Analytics collects information such as pages you visit on this site, the browser and operating system you use and time spent viewing pages. The purpose of this information is to help us improve the site for future visitors. These cookies are not used to track you or your activity but if you do not wish these cookies to be stored on your computer, disable cookies in your browser settings.

6.3 You may delete Cookies at any time. See the help in your internet browser to find out how to delete your cookies.

Cookies Used

The following cookies are set by Google Analytics:

__utma Cookie

A persistent cookie - remains on a computer, unless it expires or the cookie cache is cleared. It tracks visitors. Metrics associated with the Google __utma cookie include: first visit (unique visit), last visit (returning visit).

__utmb Cookie & __utmc Cookies

These cookies work in tandem to calculate visit length. Google __utmb cookie demarks the exact arrival time, then Google __utmc registers the precise exit time of the user.

Because __utmb counts entrance visits, it is a session cookie, and expires at the end of the session, e.g. when the user leaves the page. A timestamp of 30 minutes must pass before Google cookie __utmc expires. Given __utmc cannot tell if a browser or website session ends. Therefore, if no new page view is recorded in 30 minutes the cookie is expired. This is a standard 'grace period' in web analytics. Ominture and WebTrends among many others follow the same procedure.

__utmz Cookie

Cookie __utmz monitors the HTTP Referrer and notes where a visitor arrived from, with the referrer siloed into type (Search engine (organic or cpc), direct, social and unaccounted). From the HTTP Referrer the __utmz Cookie also registers, what keyword generated the visit plus geolocation data. This cookie lasts six months.

__utmv Cookie

Google __utmv Cookie lasts "forever". It is a persistent cookie. It is used for segmentation, data experimentation and the __utmv works hand in hand with the __utmz cookie to improve cookie targeting capabilities.

The following cookies are set by My Surgery Website:

cookieAccepted

Cookie lasts "forever". Indicates that user has acknowledged the 'cookie information' banner and so prevent the banner being shown again.

apps

Cookie lasts until the next time the creating form is opened. It is created when user ticks the box to request that form data is retained for next time in the appointments or appointments cancellation forms. Prevents user having to type in all their details again.

dList1,dList2,repeatPrescriptions,repeatPrescriptions2

Cookies last until the next time the no-registration version of the prescriptions form is used. Cookies are created at request of user to retain form data for next time. Prevents user having to type in all their details again.

userPoll

Cookie lasts 30 days. Records that user poll has been answered so that the poll is not displayed again.

other cookies

Other cookies are used when editing or when logged on to the staff section to enable the editor to function correctly and to assist with retaining state.

7. Data Storage

This Surgery Website uses third party vendors and hosting partners to provide the necessary hardware, software, networking, storage, and related technology required to run the website services.

8. Disclosure

The Surgery may disclose personally identifiable information under special circumstances, such as to comply with the law or when your actions violate the Terms of Service.

9. Changes to this Policy

My Surgery Website Limited reserves the right to change this Privacy Policy

My Surgery Website part of the SRCL Group of Companies Reg No 3226910

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:

Queens Medical Centre

Complaints

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

Sharon Gavin-Jones
Practice Manager
Queens Medical Centre
6/7 Queen Street
Barnstaple
EX32 8HY

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