

Patient Privacy notice

How we use your information

We collect basic personal data and location-based information about you. This includes name, address and contact details such as email and mobile number etc. We also collect sensitive confidential data known as “special category personal data”, in the form of health information, ethnicity and sexual orientation information that are linked to your healthcare. We may also receive this information about you from other health providers or third parties.

Why do we need your information?

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously. These records help to provide you with the best possible healthcare and treatment. NHS health records may be electronic, paper-based 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 about you may include:

- Details about you, such as your address, your carer or legal representative and emergency contact details.
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments.
- 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.
- Contact details (including email address, mobile telephone number and home telephone number)

To ensure you receive the best possible care, your records are used to facilitate the care you receive, including contacting you. Information held about you may be used to help protect the health of the public and to help us manage the NHS and the services we provide. Limited information may be used within the GP practice for clinical audit to monitor the quality of the service we provided.

How do we lawfully use your data?

We need your personal, sensitive, and confidential data in order to provide you with healthcare services as a General Practice, under the General Data Protection Regulation. We lawfully use your information in accordance with: -

Article 6, e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Article 9, (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems.

We use your personal and healthcare information in the following ways:

- when we need to speak to, or contact other doctors, consultants, nurses, or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on-going healthcare.
- when we are required by law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us consent to do so.

Clinical Research

The NHS is a research organisation, and by extension so are GP practices. Research is therefore part of business as usual and accessing data for research by staff is part of clinical care. There may be occasions where authorised research facilities would like you to take part in innovations, research, improving services or identifying trends. At any stage where we would like to use your data for anything other than the specified purposes and where there is no lawful requirement for us to share or process your data, we will ensure that you can consent and opt out prior to any data processing taking place.