



Practice Privacy Notice – How we use your personal information

Maywood Surgery has a legal duty to explain why and how we use any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin or carer, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information, including from other health professionals to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing healthcare services; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing any your identifiable information.

In accordance with the Health and Social Care Act 2012, the care data programme enabled patient data to be collected by the Health and Social Care Information Centre (HSCIC) for quality and safety purposes. In addition, it is possible for us to share your data with other healthcare providers in order to provide you with a high level of care.

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.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the Data Protection Act 1998 (DPA), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information



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Commissioner's Office (ICO). You have a right to the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). In order to do this you need to do the following:

1. Make your request to the GP (should you require information from somewhere that is not the Practice, i.e. the Hospital you should write to them)
2. We are required to respond to you within 1 month
3. You will need to give adequate information (including full-name, address, date of birth, details of your request) and provide ID to ensure that your identity can be verified and your records located.
4. There may be a charge to have a printed copy of the information held about you should it be deemed manifestly unfounded, repetitive or excessive

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, 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.

Invoice validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opting in

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.

Opt-outs

Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.



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Changes to your details

It is important that you tell the person treating you if any of your details such as your name, phone number or address have changed. Please let them know if any details, such as your date of birth is incorrect so that this can be amended. You have a responsibility to inform us of any changes so our records can be kept accurate and up to date for you

What to do if you have any questions/objections/complaints/suggestions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact us via email at CWSCCG.Maywood-Surgery@nhs.net
2. Write to the practice at Maywood Surgery, 225 Hawthorn Road, Bognor Regis, West Sussex, PO21 2UW
3. Ask to speak with the Practice Manager

Should you still be unhappy following a review by the Practice you can then contact the Information Commissioners Office (ICO).

1. Website: www.ico.org.uk,
2. Email casework@ico.org.uk
3. Telephone 0303 123 1113 (local rate) or 01625 545 745

Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed yearly, unless new information or legislation is introduced sooner.
