



# The Corner Surgery Southport

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## **Privacy Notice Leaflet**

This Privacy Notice Leaflet summarises why The Corner Surgery collects information about you, how we keep it safe and confidential, and how that information may be used.

### **Why We Collect Information about You**

Healthcare professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role, we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and information such as outcomes of needs assessments.

### **Details We Collect about You**

The healthcare professionals who provide you with care maintain records about your health and any treatment or care you have received previously or elsewhere; e.g. NHS Hospital Trusts, other GP Surgeries, Out of Hours GP Centres, A&E Departments and Walk-in Clinics. These records help to provide you with the best possible healthcare.

Records which we may hold about you may include the following:

- Details about you, such as your address and next of kin emergency contacts
- Your home telephone number, mobile phone number and email address
- Any contact the practice has had with you, such as appointments, clinic visits, immunisations, emergency appointments and admissions
- Notes and reports about your health, 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, or information provided to the practice by you (including that provided via our practice website).

### **How We Keep Your Information Confidential and Safe**

Your contemporaneous GP NHS health records are kept electronically. Our GP records database is hosted by EMIS Health Ltd., which is acting as a Data Processor. All information is stored on their secure servers in Leeds and UK-based AWS servers, protected by appropriate security, with access restricted to authorised personnel.

We also ensure Data Processors that support us are legally and contractually bound to operate, and can prove security arrangements are in place where data that could or does identify a person are processed.

We only email you or use your mobile number to text you regarding matters of medical care, such as appointment reminders and if appropriate, test results. Unless you have separately given us your explicit consent, we will not email you for non-medical matters, such as practice newsletters and other information.

We maintain our duty of confidentiality to you always. 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, or where the law requires information to be passed on.

## **How We Use Information about You**

The Corner Surgery handles medical records according to the laws on data protection and confidentiality.

Confidential patient data will be shared within the healthcare team at the practice, including medical, nursing and administrative staff, secretaries and receptionists. We also share medical records with other healthcare teams to whom a patient is referred; these individuals have a professional and contractual duty of confidentiality. Information is shared on a need to know basis and event by event.

Data about you is also used to:

- Assist population health management: CIPHA - <https://www.cipha.nhs.uk/>
- Manage national screening campaigns such as cervical cytology
- Manage the NHS and make payments (the data is usually de-identified)
- Check the quality of care provided by the NHS.

### *Referrals for Specific Healthcare Purposes*

The Corner Surgery sometimes provides your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way. These include referrals to home oxygen services, the NHS Diabetes Prevention Programme, diabetes structured education and diabetes eye screening

### *Data Sharing Schemes*

A number of data sharing schemes are active locally, enabling healthcare professionals outside of the surgery to view information from your GP record, with your explicit consent, should that need arise. These schemes include:

- National Summary Care Record (SCR)
- EMIS Web Local Record Sharing – see our *Detailed Privacy Notice* (see link below)
- GP Connect – NHS 111
- Electronic Referral & Info Sharing System (ERISS) - North West Ambulance Service
- Special Patient Notes to the out of hours GP service – Primary Care 24
- Southport & Formby Primary Care Network

### *Data Processors*

The Corner Surgery uses Data Processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients; e.g. our GP records database, which is hosted by EMIS Health Ltd; Webpost, for sending patient letters; Accurx and iPlato, for sending SMS text messages; and eConsult Health, for online consultations.

### *Mandatory Disclosures of Information*

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances, the minimum identifiable information that is essential to serve that legal purpose will be disclosed. That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

Organisations that we are sometimes obliged to release information to include:

- NHS England (incorporating NHS Digital)
- NHS Cheshire & Merseyside (Sefton)
- Local Authorities
- The Police Service
- HM Revenue & Customs
- The Care Quality Commission
- The General Medical Council.
- UK Health Security Agency
- NHS Counter Fraud
- The Courts
- The Driver & Vehicle Licensing Agency
- The Health Service Ombudsman

In the event of actual or possible legal proceedings, we may need to disclose information from an individual's GP record to a medical defence organisation.

### *Permissive Disclosures of Information*

Only with your explicit consent, The Corner Surgery can release information about you, from your GP record, to relevant organisations. These may include your employer, insurance companies, solicitors, Local Authorities and the Police Service.

### *Accessing Your Information on Other Databases*

The Corner Surgery can access certain medical information about you, when relevant or necessary, which is held on other databases (i.e. under the control of another Data Controller). These include NHS Digital's Open Exeter database, Southport and Ormskirk Hospitals' Sunquest ICE database, and Midlands and Lancashire CSU's Aristotle Business Intelligence Portal. Accessing such information would only be for your direct medical care.

### *Research*

The Corner Surgery sometimes undertakes accredited research projects. Where this involves accessing or disclosing identifiable patient information, we will only do so with the explicit consent of the individual and Research Ethics Committee approval.

*Further information about our data processing activities, including the lawful bases, can be found in our Detailed Privacy Notice, which is published on our website:*

<http://www.thecornersurgery-southport.nhs.uk/practice-information/data-protection/>

## **Your Right to Object to Sharing Your Information**

You have the right to object to (or opt-out of) ways in which your information is shared; both for direct medical care purposes, such as the national NHS data sharing schemes - i.e. *primary uses* of your information; and for purposes other than your direct medical care - so-called *secondary uses*.

Details of these purposes and how you can opt out can be found in our *Right to Object Policy*, which is published on our website (see link above).

## **Accessing Your Own Medical Information**

You have the right to access your own GP record. Details of how to do this can be found in our *Right of Access Policy*, which is published on our website (see link above). You have the right to have any factual inaccuracies about you in your GP record corrected.

You can also sign up to have secure online access to your electronic GP record. Details of how to do this can be found on our website or by speaking to our reception staff.

## **Notification**

The Data Protection Act 2018 requires organisations to register a notification with the Information Commissioner's Office to describe the purposes for which they process personal and sensitive information.

We are registered as a Data Controller and our registration can be viewed online in the public register at:

<https://ico.org.uk/ESDWebPages/Entry/Z578207X>

## **Complaints**

If you have concerns or are unhappy about any of our services, please contact our Practice Manager, Ms Dawn Nicholson. Details of how to complain can be found on our website and are available in the surgery.

For independent advice about data protection, privacy and data sharing issues, you can contact:

The Information Commissioner

*Address:* Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

*Phone:* 0303 123 1113

*Website:* <https://ico.org.uk/global/contact-us>

## **Further Information**

If you would like any further information about primary or secondary uses of your GP record, opting out, access to your medical record, confidentiality or any other aspect of NHS data sharing or your medical records, then please contact the practice's Information Governance Lead and Data Protection Officer, Dr David Smith, at the above address.

***Dr David Smith***

*Updated 2<sup>nd</sup> June 2024*