

# Patients Privacy Notice



Courtyard Surgery is a well-established GP surgery. Our General Practitioners and allied healthcare professionals provide primary medical care services to our practice population and are supported by our administrative and managerial team in providing care for patients.

This privacy notice explains how we use any personal information we collect about you as a patient of health care services provided by Courtyard Surgery.

## Why do we collect your personal information?

Health care 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 and help us to protect your safety.

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation which includes monitoring the quality of care that we provide. In carrying out this role we will collect information about you which helps us respond to your queries or secure specialist services. We will keep your information in written form and/or in digital form. The records will include both personal and special categories of data about your health and wellbeing

## What types of personal information do we collect about you?

We may collect the following types of personal information:

- Your name, address, email address, telephone number and other contact information
- Gender, NHS Number and date of birth and sexual orientation
- Details of family members and next of kin details
- Health (Medical) information, including information relating to your sex life
- Details of any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments and telephone calls.
- Results of investigations such as laboratory tests or x-rays
- Biometric data
- Genetic information

## How will we use the personal information we collect about you?

We may use your personal information in the following ways:

- To help us assess your needs and identify and provide you with the health and social care that you require
- To determine the best location to provide the care you require
- To comply with our legal and regulatory obligations
- To help us monitor and manage our services.

## Call recording

Recordings of calls made and received by Courtyard Surgery may be used to support the learning and development of our staff and to improve the service we provide to our patients.

They may also be used when reviewing incidents, compliments or complaints.

Call recordings will be managed in the same way as all other personal information processed by us and in line with all current legislation.

Calls are not automatically recorded, if during the call the person, you are talking to wants to record the conversation, then you will be told that a recording is being made. This can later be added to your patients notes and securely encrypted. Records on practice computers will be deleted.

## Data processors

We may use the services of a data processor (TPP SystmOne) to assist us with some of our data processing, but this is done under a contract with direct instruction from us that controls how they will handle patient information and ensures they treat any information in line with the General Data Protection Regulation, confidentiality, privacy law, and any other laws that apply.

## How will we share your personal information?

We may share your personal information with other health and social care professionals and members of their care teams to support your ongoing health and or social care and achieve the best possible outcome for you. This may include:

- **Patient Referrals**  
With your agreement, we may refer you to other services and healthcare providers for services not provided by <GP Surgery>.
- **Local Hospital, Community or Social Care Services**  
Sometimes the clinicians caring for you may need to share some of your information with others who are also supporting you
- **Summary Care Record (SCR)**  
Your Summary Care Record is an electronic record of important patient information created from the GP medical records. It contains information about medications, allergies and any bad reactions to medications in the past. It can be seen by staff in other areas of the health and care system involved in your direct care.
- **National Services**  
There are some national services like the national Cancer Screening Programme that collect and keep information from across the NHS. This is how the NHS knows when to contact you about services like cancer screening.
- **Other NHS Organisations**  
Sometimes the practice will share information with other health care organisations that do not directly care for you, such as the Clinical Commissioning Group. However this information will be anonymous and does not include anything written as notes by the GP and cannot be linked to you.

Any medical or health related personal information will be treated with confidence in line with the common law duty of confidentiality and the Confidentiality NHS Code of Practice. We may be required to share information with people other than health and social care professionals and members of their care teams in order to comply with our legal and regulatory obligations.

We will not share your information with people other than health and social care professionals and members of their care teams without your consent unless the law allows or requires us to.

## How long do we keep your personal information?

We follow the Records Management Code of Practice for Health and Social Care 2016 records retention schedule published by the Information Governance Alliance for the Department of Health which states that patient records should be retained for 10 years from the date of death. At that point, all personal data we hold on you will be securely deleted.

We keep recordings of our calls for, unless they are part of your patient record, for up to one month.

## Legal basis

We have been commissioned by the Wiltshire Clinical Commissioning Group to provide a GP surgery service and it is necessary for the performance of this task in the public interest for us to process your personal data.

We will use your special categories of personal data, such as that relating to your race, ethnic origin, and health for the purposes of providing you with health or social care or the management of health or social care systems and services. Such processing will only be carried out by a health or social work professional or by another person who owes a duty of confidentiality under legislation or a rule of law.

In some circumstances, we may process your personal information on the basis that:

- it is necessary to protect your vital interests;
- we are required to do so in order to comply with legal obligations to which we are subject;  
or
- you have given us your explicit consent to do so.

## Your rights

You have a right to:

- access the information we hold about you;
- correct inaccuracies in the information we hold about you
- withdraw any consent you have given to the use of your information;
- complain to the relevant supervisory authority in any jurisdiction about our use of your information
- in some circumstances:
  - erase information we hold about you;
  - receive a copy of your personal data in an electronic format and require us to provide this information to a third party;
  - restrict the use of information we hold about you; and
  - object to the use of information we hold about you.

You can exercise these rights by contacting us as detailed below.

## Changes to our privacy notice

We keep our privacy notice under regular review and we will place any updates on our website. You can also ask the clinician to show you a copy of the privacy notice during your consultation. This privacy notice was last updated on 31/6/2018

## How to make a complaint

We are committed to providing the best possible service at all times. We welcome your suggestions and feedback about our services and want to resolve any problems you may experience. Feedback about the service we provide enables us to make service more effective. If you need to turn to someone for help about the services we provide please contact us on the details below;

## How to contact us

If you have any questions about our privacy notice, the personal information we hold about you, or our use of your personal information, then please contact our Data Protection Officer at:

Data Protection Officer  
Courtyard Surgery, 39 High Street, West Lavington, SN10 4JB  
[dpo.courtyardsurgery@nhs.net](mailto:dpo.courtyardsurgery@nhs.net)