**PRACTICE FAIR PROCESSING**

**& PRIVACY NOTICE PATIENTS UNDER 16**

*So what does GDPR mean?*

*It means that our Government have said that every organisation within the UK has to follow new rules around how we use, collect, store and protect your information.*

*These new rules are called the General Data Protection Regulation and they come into effect on 25th May 2018.*

**Your Information, Your Rights**

As an organisation the rules say that we now have to let you know exactly how we will use your personal information and what is called ‘special category or sensitive data.’

Your personal information may include things like:

* Your Name
* Your Date of Birth
* Your NHS number
* Your Address

‘Special’ category or sensitive data is the kind of information that you might not want your best friend or anyone else to know. Your ‘special’ information may include things like:

* Information about your health e.g. information about why you came to the Doctors.
* Any medicines that you need to take.
* Results of any tests that you may have needed.

This notice will tell you about how we use this information, why we need this information, how long we will keep this information about you and who we might share this information with.

**Data Controller**

As your registered Doctors, we would be called the “Data Controller.” This means that the information you give to us is held safely here in your medical record. Your medical record is like a book, which can be on the computer or paper copy and tells your healthcare story.

**What information do we collect and use?**

Sometimes information is given to us by somebody or somewhere else, this is called a “Third Party.” We will need to keep this information in your medical record so that when we are providing care for you we have all the information; just like a puzzle, you need all of the pieces to see the whole picture.

**Why do we collect this information?**

We need all of your information to make sure we give you good, quality care. The information also allows us to look at how well we are providing health care services, which in turn allows us to make our service better if we need to. Sometimes the information can also be used to see how we might care for you better in the future, as you get older.

Registering for NHS care

When you or whoever looks after you registered you for our services, some information about you like: your name, address, date of birth and your NHS number is entered onto a national database. This is like a big book of everyone in the UK that has registered at a Doctors Surgery. This big book sits with an organisation called, ‘NHS Digital.’

Medical research

When the rules say that we can, we might share your information so that others can try to learn more about why you got ill and what medicine might work best. This is really useful as it may help other people in the future not to become ill and if they did, the Doctors would know which medicines to use to make them better more quickly.

Don’t worry, we would ONLY share your information after we had asked you – if you said no, then your information would not be shared for this reason.

Checking the quality of care

Sometimes the services that we offer to you are checked on a national scale (this means across the whole of the country). This allows the health service to check that the care you are getting is of a good standard.

When we share information for this reason, any information is given in a code form and we do not give any of your personal details.

For example: If you visited the Doctors and were told you had tonsillitis the following code would be entered onto your medical record – Xa710. All health problems have their own unique code.

How your information is shared so that this practice can meet the law

The law sometimes requires us to share information from your medical records.

This is so that the people who plan our healthcare services know what to plan for, are able to check the safety of any care given and to stop illnesses from spreading.

We must also share your information if a court of law orders us to do so.

NHS Digital

As well as holding the big book of everyone that has registered with a Doctors Surgery, NHS Digital also checks how well all of these Doctors Surgeries are doing. This information is used to let the Government know how to plan and improve services to you.

Care Quality Commission (CQC)

You might have heard of OFSTED (the people that come into your schools to see if the teachers are teaching you properly). Well, Doctors surgeries have exactly the same thing, only they are called CQC.

The CQC come into the Surgery to see how we are delivering our care to you and check that what we are doing is safe. If we do make a mistake, we have to let the CQC know about it.

Public Health (the health of not just you, but everyone).

Sometimes we need to share information so that certain nasty infections don’t spread and make more people unwell.

For example: if you got the measles we would need to share this information so that the people that plan healthcare services could see if lots of people had measles in the same area. If they did, a plan would need to be thought of to try and stop the measles from spreading even further.

National Screening Programmes

Some illnesses if they are seen early enough by the Doctor can be treated before you even have symptoms or become ill.

For these illnesses there is what is known as a ‘screening programme.’ This means that when you reach a certain age you might get a letter asking you to have some tests which would tell the Doctor if you had any of the illnesses.

The law allows us to share your information with these, ‘screening programmes,’ so that you don’t miss out on getting invited in for these very important checks.

**How is the information collected?**

The information we hold in your medical record can be collected via our secure (safe) internet service, called NHS Mail or it can be transferred over a secure network. We also get paper copies of information sent to us, which is scanned into your medical record.

**Who will we share your information with?**

For us to be able to care for you safely, sometimes we may need to share your information with:

* Other Doctors Surgeries that might deliver services that we do not offer.
* Hospitals
* For out of hours care, when we are shut – call 111.
* Local Social Services and Community Care services
* Voluntary Support Organisations
* Secure mailing systems – we use WEBPOST.
* Your GP will send details about your prescription to your chosen pharmacy.
* Staff in the hospitals and out of hours care will also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record. For more information see: <https://digital.nhs.uk/summary-care-records>.

Your information will only be shared if it is needed to give you good care. We will also ask you, or whoever looks after you, if it is ok to share your information.

Your information will not be transferred outside of the European Union.

The organisations above also share information about you with us, we keep this information in your medical record so that we can give you good, safe care.

Safeguarding

From time to time some of you are put at risk of harm from others. It is important that if one of the Doctors, Nurses or staff here feels that you might be at risk from harm that we let somebody that can help you, know about it.

**How do stop anyone else seeing your medical record?**

Everyone that works at a Doctors Surgery by law has to keep any information that they know about any patient a secret. All staff have to attend lots of training every year so that they know everything that must be kept a secret and who they are allowed to share information with.

You will see at the computers we all have what is known as a ‘smart card.’ Just like at the bank we all have our own PIN numbers to access the computer system, if you do not have a PIN and a smart card you cannot access the computer.

We do not keep your information any longer than we need to; there are some rules about how long we have to keep your information under the Records Management Code of Practice for Health and Social Care 2016.

**Do you have to say yes?**

The GDPR rules say that we must ask whether you say ‘yes’ to how we use the information you give us. This means that we may need to contact either you or whoever looks after you to see if you / they say ‘yes’ to us using or sharing your information in a certain way. If you or whoever looks after you says, ‘ yes,’ we will make a note of this in your medical record.

**What will happen if I say no?**

You can say no to us using your information in certain ways, please make contact with us so that we can talk about this with you.

**Health Screening**

Sometimes we may use a computer to calculate whether you might be at risk of becoming ill in the future, this allows us to plan your future care needs.

You can say no to us using your information in this way, please make contact with us so that we can talk about this with you as it could affect your healthcare.

**Sharing of Electronic Patient Records within the NHS**

Electronic patient records (your medical record on the computer) are kept in most places where you receive healthcare.

We use a computer package called, ‘SystmOne.’ We can share your medical record and your Summary Care Record with other:

* Doctors Surgeries
* Community services such as district nurses, rehabilitation services and out of hospital services.
* Child health services
* Urgent care organisations, minor injury units or out of hours services
* Community hospitals
* Care Homes
* Mental Health Trusts
* Hospitals
* Social Care organisations
* Pharmacies

(Your Summary Care Record is a little part of your whole medical record that shows other organisations that care for you if you have had any bad reactions to medicines before).

We will share your information with the above organisations unless you or whoever looks after you lets us know that you do not wish to share all or part of your medical record.

**Payment for Care**

In the NHS patients do not pay for the care that they are given but all care services do have a cost.

This cost is paid by the people that plan for the care; they are called Clinical Commissioning Groups, or CCGs. Sometimes we need to share your coded information with the CCGs so they are able to work out who should pay the bill!

**Want to see your medical record?**

The rules under GDPR mean that we have to allow you to see your medical record. You have to ask us for this by writing in to:

Dr Cakebread and Partners

The Shefford Health Centre

Robert Lucas Drive

Shefford

Bedfordshire

SG17 5FS

We may call you to ask if you would like access to your record via the online services.

**Not happy?**

If you feel that we have not followed the rules please write to:

Miss Katie Dearman

Dr Cakebread and Partners

The Shefford Health Centre

Robert Lucas Drive

Shefford

Bedfordshire

SG17 5FS

If you are still unhappy you can write to:

Information Commissioner’s Office

Wycliffe House,

Water Lane,

Wimslow,

Cheshire

SK9 5AF

Or call the enquiry line: 01625 545700

Or visit their website: [www.ico.gov.uk](http://www.ico.gov.uk)