

How do we share your data?

This fair processing notice explains why the GP practice collects information about you and how that information may be used. The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice holds about you may include the following information;

- Details about you, such as your address, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- 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

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

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

NHS Care Record Guarantee

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing. Copies of the full document can be obtained from.

Disclosure of Information

You have the right to restrict how and with whom we share the personal information in your records that identifies you. This must be noted explicitly within your records in order that all healthcare professionals and staff treating and involved with you are aware of your decision. By choosing this option, it may make the provision of treatment or care more difficult or unavailable. You can also change your mind at any time about a disclosure decision

Data Retention

We will approach the management of patient records in line with the Records Management NHS Code of Practice for Health and Social Care which sets the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England, based on current legal requirements and professional best practice.

Who do we share your personal information with?

Everyone working within the NHS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

We will share information with the following main partner organisations:

- NHS Trusts and hospitals that are involved in your care
- Clinical Commissioning Groups and other
- NHS bodies
- General Practitioners (GPs)
- Ambulance Services

You may be receiving care from other people as well as the NHS, for example Social Care Services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it or we have your permission. Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

- Social Care Services
- Education Services
- Local Authorities
- Voluntary and private sector providers working with the NHS

We will not disclose your information to any other third parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information.

TPP SystemOne

SystemOne is a clinical computer system which is used by doctors, nurses and their teams to record important information about their patients and the care they provide. It is designed to allow for safe and secure information sharing between health and social care organisations on a national scale for use in direct patient care.

SystemOne aims to join up healthcare based on a shared electronic medical record, improving access to clinical data and empowering you to take part in your care. SystemOne has been designed to enable you to have greater control over your record and which of your carers can see it.

In Portsmouth, your information will automatically be shared out to other organisation involved in your care. You will be asked when you access care at these locations if you are happy for the clinical professional treating you to access you record.

As the patient, you have complete control over whether your carers at one organisation can see details of the care you have received at other organisations.

To help your carers give you the most personalised care, you can choose whether to share your patient record with each service that cares for you. The choices available to you are:

1. Do you want data recorded at the organisation caring for you to be shared out? You can either consent or dissent to share out from each care setting you visit. You do not have to make the same choice for every organisation. Some organisations will set your record to share out to other organisations. In this situation, you should be informed about this and given the opportunity to opt out.
2. Do you want the organisation caring for you to view information recorded by your other carers? You can either consent or dissent to each organisation caring for you to allow them to view the information that you have chosen to share out. Again, you do not have to make the same choice for every organisation. These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Some organisations will set your record to be viewed. In this situation, you will be informed about this and given the opportunity to opt out.

3. There may be certain circumstances where the clinician at an organisation you present at needs to override your share settings in order to view your whole record, for example if you have previously dissented but have now changed your mind and decide that you do want the clinician to see your record, or if they have concerns about safeguarding. If this override is used, the clinician will be able to view all of your record regardless of any sharing consents you have recorded, including events you have requested to be private (see point 4 for details of this). As the patient, you can specify whether you want to prevent this override from happening.
4. You can specify entries in your record that you want to remain private. For example, if you have had a consultation about a particularly sensitive matter, you can ask for this section of the record to be marked as private. These entries can only be viewed by the organisation they were originally recorded at, even if you consent for another organisation to see your record. The only exception to this is if a consent override (see point 3) is used.

As a patient, you have complete control over who can see your medical information. Even if you give permission on one occasion, you can change this at any time. You just have to ask the organisation at which you are receiving care.

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 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.

The Practice uses the ACG and the Electronic Frailty Index, an electronic information system to identify patient that are in need of additional support that we might not have picked up. Your information is secure at all times during this process and will only be visible to Practice.

Summary Care Record

The NHS in England uses a national electronic record called the Summary Care Record (SCR) to support patient care. It contains key information from your GP record. Your SCR provides authorised healthcare staff with faster, secure access to essential information about you in an emergency or when you need unplanned care, where such information would otherwise be unavailable. Summary Care Records are there to improve the safety and quality of your care. SCR core information comprises your allergies, adverse reactions and medications.

An SCR with additional information can also include reason for medication, vaccinations, significant diagnoses / problems, significant procedures, anticipatory care information and end of life care information. Additional information can only be added to your SCR with your agreement.

Please be aware that if you choose to opt-out of SCR, NHS healthcare staff caring for you outside of this surgery may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency. Your records will stay as they are now with information being shared by letter, email, fax or phone.

If you wish to opt-out of having an SCR please return a completed opt-out form to the practice.

Hampshire Health Record (HHR)

The Hampshire Health Record is a combined electronic health and social care record about people living in Hampshire, Portsmouth and Southampton.

The record is held securely and includes information from GP surgeries, hospitals, social care and community health teams. This helps the health and social care professionals working with you to both coordinate and improve your care.

You do have a choice and you can control what information is shared about you by:

- Requesting a copy of the information held about you on the Hampshire Health Record – you can then decide if you want to withhold your records
- asking who has looked at your Hampshire Health Record
- asking the HHR team or your GP not to share your records

NHS Portsmouth Clinical Commissioning Group

Data Extraction by the Clinical Commissioning Group – the clinical commissioning group at times extracts information about your care, but the information they extract via our computer systems **cannot identify you to them**. This information only refers to you by way of a code that only your practice can identify (it is pseudonymised). We will **never** give the CCG access to any system or information that would enable them to identify you.

The Clinical Commissioning Group requires this pseudonymised information for the following purposes:

- *For management and monitoring of the GP Practice core contract*
- *For management and monitoring of the GP Practice enhanced services*
- *For assurance of compliance with these contracts*
- *For assurance of the effective spending of public funding*
- *To conform with delegated responsibilities from NHS England*
- *To fulfil the CCGs role in ensuring services commissioned meet patient population need and are being delivered in accordance with commissioning intentions*

Using your information for NHS improvement

Your information will also be used to help us manage the NHS and protect the health of the public by being used to:

- Review the care we provide to ensure it is of the highest standard and quality
- Ensure our services can meet patient needs in the future
- Investigate patient queries, complaints and legal claims
- Ensure we receive payment for the care you receive
- Prepare statistics on NHS performance
- Audit accounts and services
- Undertake health research and development (with your consent - you may choose whether or not to be involved)
- Help to train and educate healthcare professionals.

Access to Information

Under the Data Protection Act 1998 everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data, but you may be charged a fee.

If you want to access your data you must make the request in writing. Under special circumstances, some information may be withheld. If you wish to have a copy of the information we hold about you, please contact reception on 02392 009 117.

We may charge a reasonable fee for the administration of the request set down in law as follows:

- If the information is only held electronically we may charge up to £10.
- If the information is only held or is partly in paper format we may charge up to £50.

Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details are incorrect in order for this to be amended. Please inform us of any changes so our records for you are accurate and up to date

Mobile Telephone Numbers & Email Addresses

If you provide us with your mobile phone number or email address we may use this to send you reminders about your appointments or other health screening information. Please let us know if you do not wish to receive reminders on your mobile.

Notification

The Data Protection Act 1998 required organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information. The information is publicly available on the ICO website, www.ico.org.uk.

The Practice is registered with Information Commissioners Office (ICO)

Data Controller

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