

WISH VALLEY SURGERY

PRACTICE PRIVACY NOTICE

You may be aware that data protection law is changing in May 2018.

To make sure that you understand how we use personal data we have issued a Privacy Notice. The update does not change anything and no action needs to be taken. We are just keeping you informed.

This notice sets out your rights as a patient of this practice and tells patients of Wish Valley Surgery what to expect when we collect, use, retain and disclose your personal information. Personal information is information that identifies you and is about you. This includes what you tell us about yourself and what we learn by having you as a patient of this practice.

Who we are

Wish Valley Surgery is a medical practice offering health care advice and treatments exclusively to NHS patients. To ensure that we process your personal information fairly and lawfully this notice informs you:

- Why we need your personal information

- How it will be used

- With whom it will be shared and

- What rights you have in relation to the personal information we collect.

Within this notice we describe instances where Wish Valley Surgery is the data controller (the organisation who decides what personal information is collected and how it is used) and where we direct or commission the processing of personal information by third parties on our behalf to provide services or improve our offering to you.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays etc. and any other relevant information 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 your information.

In accordance with the Health & Social Care Act 2012, the care data programme enabled patient data to be collected by the Health & 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, i.e. Healthcare organisations we work with to provide services.

How long we keep your personal information

We will keep your personal information for as long as you remain a registered patient of Wish Valley Surgery. We may also keep your personal information for longer for one of the following reasons:

- To respond to questions or complaints
- To show that we treated you fairly
- To maintain records according to legal requirements

In any of the above cases, we will make sure that your privacy is protected.

Your rights

In order to exercise your rights under data protection law, we will need to verify your identity for your security. Your privacy is protected by law, which says that we can use your personal information only if we have a proper reason to do so. This includes sharing of information outside the practice at Wish Valley Surgery. We process your personal information when we are fulfilling our contract to the NHS and your health care.

Our commitment to your privacy

Wish Valley Surgery recognises the importance of protecting personal and confidential information in all that we do, and takes care to meet our legal duties. Wish Valley puts into place all reasonable technical, security and procedural controls required to protect your personal information for the whole of its life, in whatever format we hold that information in.

Copies of your personal information

You can request a copy of your personal information as well as why we have that information, who has access to it and where the information came from at any time. You have the right to question any information that we hold on you that you think is wrong, out of date or incomplete. If you do we will take reasonable steps to check its accuracy and correct it. Please put your request in writing to the surgery.

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.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold on you you can contact us via e mail at gp.g82732@nhs.net, write directly to the practice or speak to the Practice Manager Sharon Grant.