

South Queensferry Medical Practice

Privacy Notice for Patients

Due to the General Data Protection Regulations (GDPR) coming in to force from 25th May 2018, we have reviewed our privacy notice to provide you with the information required under the new regulations.

This is a specific Privacy Notice for Patients registered with South Queensferry Medical Practice and sets out the headings required under the new Data Protection Regulations.

The practice is an independent contractor providing primary medical services by way of a contract with NHS Lothian, made under the National Health Service (Scotland) Act 1978 (the 1978 Act)

South Queensferry Medical Practice will look after your data in conjunction with NHS Lothian (joint controllers). This will include your past medical history and any personal information that you provide when you register with the practice.

How we use your information

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your information is used to:

- Provide a basis for all health decisions made by care professionals with and for you;
- Make sure your care is safe and effective, including monitoring images captured by CCTV in public areas when required;
- Work effectively with others providing you with care;
- Send you text notifications to you about appointment reminders, flu clinics, health promotion information, cancellation of clinics and changes in service provision. (You can opt out of the text notification service at any time by phoning the practice on 0131 537 4407)

We may also use, or share, your information for the following purposes:

- Looking after the health of the general public;
- Making sure that our services can meet patient needs in the future;
- Auditing - Using patient health information to review and improve the quality of healthcare. Patient identifiable information is only used within the practice. (Patients have the right to request that their health information is not included in audits);
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure

you cannot be identified;

- Investigating concerns, complaints or legal claims;
- Helping staff to review the care they provide to make sure it is of the highest standards;
- Training and educating staff;
- Practice participation in research: as a practice, we feel that research is essential for progress in healthcare and is of considerable benefit to individual patients and the public as a whole. We sometimes take part in research studies with the help of experienced NHS staff who search medical records for people who might be suitable so that we can write to them asking if they are interested in taking part. No personal identifiable data is removed from the NHS or provided to any researchers without specific consent from patients. Patients have the right to opt out of being contacted about research studies. Please let the reception staff or your GP know if you wish to opt out.

Disclosure of Information to Other Health and Social Professionals

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

Our Partner Organisations:

- Other NHS hospitals
- Relevant GP Practices
- Dentists, Opticians and Pharmacies - if you give us written consent we will allow your pharmacy and/or a named person to pick up your repeat prescriptions.
- Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS)
- Voluntary Sector Providers who are directly involved in your care
- Ambulance Service
- Specialist Services
- Out of Hours Medical Service
- NHS Scotland

We may also share your information with your consent, and subject to strict sharing protocols, about how it will be used, with:

- Health and Social Care
- Police and Fire Services

Emergency Care Summary (ECS)

Emergency care information such as your name, date of birth, the name of your GP, any medicines which your GP has prescribed, any medicines you are allergic to or react badly to, is shared with Out of Hours as this might be important if you need urgent medical care when the GP surgery is closed.

NHS staff (Doctors, Nurses, Accident and Emergency, Ambulance control and crews) can look at your ECS if they need to treat you when the surgery is closed. They will ask for your consent before they look at your records.

In an emergency and if you are unconscious, staff may look at your ECS without your agreement to let them give you the best possible care.

Whenever NHS staff looks at your ECS, a record will be kept so we can always check who has looked at your information.

Key Information Summary (KIS)

Key information summary (KIS) has been designed to support patients who have complex care needs or long term conditions.

KIS allows important information to be shared with health care professionals in unscheduled care in the NHS 24, A&E, Scottish Ambulance Service, Out of Hours, hospital and pharmacy environments.

Information contained in KIS summary includes, future care plans, medications, allergies, diagnosis, your wishes, carer and next of kin details.

You have the right to say that you do not want Care staff to see ECS/KIS. Please contact the Practice on 0131 537 4407 to let us know.

Age of Consent

- The new Regulation states that the age of consent is 12;
- To comply we will de-activate any Vision Online Services set up by parents of children under 12 once they reach the age of 12. The child will then need to come into the practice with ID to re-activate his/her Vision Online account;
- Children aged 12, and until they reach the age of 16, will need to sign a consent form if they are willing for their parents/guardians to have access to test results etc. This does not exclude the doctor from disclosing information if he/she needs to do so for the best medical interests of the child aged between 12 and 16.

Power of Attorney

- We will require a legally certified copy of your Power of Attorney which will be held securely in the practice. This will allow us to share information with your Power of Attorney should the need arise.

How we protect your personal information

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and

Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

Your personal/medical information is stored in paper form (prior to 2004) in a locked filing room and in electronic form (Vison/Docman) on the practice IT system which is controlled and protected by NHS Lothian.

Who Else May Ask to Access Your Information

- The **Court** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children parents etc.) unless we also have their consent;
- **Social Services** - The Benefits Agency and others may require medical reports on you from time to time. We will need your signed consent to provide information to them.
- **Life Assurance Companies/Employers/Occupational Health Doctors** frequently ask for medical reports on individuals. These are always accompanied by your signed consent form.

We will only disclose the relevant medical information as per your consent. You have the right, should you request it, to see reports prepared for Insurance Companies, employers or occupational Health doctors before they are sent.

Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence

South Queensferry Medical Practice is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement.

- Information you supply using any electronic form on the practice website will only be used for the purpose stated on the form.

Your rights

Your rights in relation to your personal/medical information are:

You have a right to request access to the personal/medical information that we hold about you by making a "subject access request";

If you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete the information;

You have a right to request that we restrict the processing of your personal information for specific purposes, and

If you wish us to delete your personal/medical information you may request that we do so;

Please make any requests in writing to:

Lynne Harrison
Practice Manager
South Queensferry Medical Practice
41 The Loan,
South Queensferry
EH30 9HA

Any requests received by South Queensferry Medical Practice will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Data Protection Officer.

Data Protection Officer
Information Governance
Woodlands House
74 Canaan Lane
Edinburgh
EH9 2TB
You also have the right to complain about how we use your personal information to the Information Commissioner's Office at www.ico.org.uk

Change of Details

It is important that you tell us if any of your details such as your name, address or telephone number has changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are kept accurate and up to date at all times.