

GDPR PRIVACY NOTICE

Patient Information

Northbrook Group Practice is committed to protecting the privacy and security of your personal information. This privacy notice lets you know what happens to any personal data that you give us, or any that we may collect from or about you.

The General Data Protection Regulation became law on 24th May 2016. This is a single EU wide regulation on the protection of confidential and sensitive information. It comes into force on the 25th May 2018 in the UK repealing the Data Protection Act 1998.

For the purpose of applicable data protection legislation (including but not limiting to the General Data Protection Regulation (Regulation EU) 2016 (the “GDPR”), and the Data Protection Act 2018 (currently in bill format before Parliament) the practice responsible for your personal data is Northbrook Group Practice.

This notice describes how we collect, use and process your personal data, and how in doing this we comply with our legal obligations to you.

How we use your information and the law

Northbrook Group Practice will be known as the ‘Controller’ of the personal data which you provide us with.

We collect personal data about you which does not include any special types of information or location based-information. This does however include name, address, contact details such as email and mobile number etc.

We also collect sensitive confidential information known as ‘special category personal data’, in the form of health information, religious beliefs (if required in a healthcare setting) ethnicity, and sex during the services we provide you with or linked to your healthcare through other healthcare providers or third parties.

All patients who receive NHS care are registered on a national database. This database known as the Spine holds your name, address, date of birth and NHS number, gender and telephone number. It does not hold any information about the care you receive. The database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS data. More information can be found at <https://digital.nhs.uk> or the telephone number for general enquiries is 0300 303 5678 (9am to 5pm Monday to Friday excluding bank holidays).

Northbrook Group Practice will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example your GP will share information when they refer you to a specialist in a hospital. Or your GP will send details about your prescription to your pharmacy.

Healthcare staff working in A&E 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> or alternatively speak to your practice.

You have the right to object to information being shared for your own care. Please speak to the practice if you do not wish your information to be shared. As a patient you also have the right to have any mistakes or errors corrected.

Why do we need your information?

The healthcare professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, Walk In Clinic, A&E attendance etc.). Maintaining these records helps us 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 procedures and technology in order to ensure that your information is stored securely and kept confidentially.

To check and review the quality of the care which you as a patient are receiving. This is generally called auditing or clinical governance of giving direct health or social care to individual patients. For example when a patient agrees to a referral for direct care such as to hospital, relevant information about the patient will be shared with the other healthcare teams (e.g. secondary care specialties) so that they may offer the appropriate advice, investigations, treatments and or care.

Patient records are audited regularly in order that we can identify patients who may be at high risk from certain diseases such as heart disease, diabetes etc. This means that we can offer patients additional care or support as early as possible. Information which identifies you as an individual is only seen by the practice unless you have given consent for us to share this information with community services or other organisations.

For further information then please contact the surgery on 0121 746 5000 or visit our website www.northbrook.gpsurgery.net.

By law we are required by to provide you with the following information on how we handle and use your information.

Data Controller	Northbrook Group Practice 93 Northbrook Road Shirley Solihull B90 3LX
Data Protection Officer	Mr Umar Saba (IG Health) 93 Northbrook Road Shirley Solihull B90 3LX
Lawful basis for proceeding	<p>These purposes are supported under the following sections of GDPR: Article 6 (1) (e) Necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.</p> <p>Article 9 (2) (h) “Necessary for the purpose of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...”</p> <p>The privacy notice applies to the personal data of our patients and the data which you have given us about your family members/carers. Healthcare staff will also respect and comply with their obligations under the common law duty of confidentiality.</p>
Data we receive from other healthcare providers	As a practice we receive information about your healthcare from other organisations who are involved in this care. For example if you admitted to hospital for emergency care, treatment or an operation the hospital will send correspondence to us as a practice so that your medical record is kept up to date.

<p>Rights to object</p>	<p>As a patient you are able to object to information being shared between those who are providing you with the direct care. This may have an effect on the care which you receive. For further information please contact the practice directly.</p> <p>As a patient you are not able to object to your name, address and other demographic information being sent to NHS Digital. This point is necessary if you wish to be registered to receive care from the NHS.</p> <ul style="list-style-type: none"> • You are not able to object where there are legitimate safeguarding concerns or reasons. • Only in appropriate circumstances is it a legal and professional requirement to share information for safeguarding reasons. This is in order to protect people from harm. • This information is shared with the local safeguarding team. • There are occasions where we will need to share information in order to protect those with safeguarding needs and those at the potential risk of harm. • This can apply to both adults and children. • These circumstances are rare. • We do not require patient consent or agreement to do this. <p>Please ask at the surgery to see our local policies for more information</p>
<p>Rights to access & amend</p>	<p>As a patient you have the right to access your personal data – that is your electronic GP record. This request can be made via your online services account by which you can request to have full access to view your medical records.</p> <p>In line with the new GDPR as of the 25th May 2018 there will be no charge for this information. As per the practice policy there are processes for the above which should be followed before you have access to your record. As a practice Northbrook Group Practice must have explicit consent from you the patient before we begin the process.</p> <p>The GDPR includes a right for individuals to have inaccurate personal data rectified or completed if it is incomplete. This applies to your electronic GP record (which you may have accessed as above). GDPR states that personal data is inaccurate if it is incorrect or misleading as to any matter of fact.</p> <p>If you have concerns that entries in your GP record are inaccurate, incorrect or misleading in any way then please do let us know. This request can be made in writing or verbally. It maybe that you wish to discuss this with your GP first but you do not have to do so.</p> <p>As a practice Northbrook Group Practice will look at your record and</p>

	<p>address any concerns that you have. It is not always applicable or relevant to delete the record or entry because it is important that the entry, information or opinion be retained so that there is an understanding and explanation of subsequent events (for example such as how you are treated, or what further tests were organised) in your medical record. If for any reason we are not able to delete information as requested we are able to add a note to the disputed entry explaining your concerns. Please be aware that any amendments or deletions are always preserved (together with the original entry) as part of the electronic audit trail. If you remain dissatisfied with the outcome of your request then you can follow our complaints procedure.</p>
Retention period	<p>GP medical records are retained in line with the law and national guidelines. For further information on the duration for which your records are kept please go to www.digital.nhs/article/1202/Records - Management-Code-of-Practice-for-Health-and-Social-Care-2016 or you may speak to your practice.</p>
Rights to complain	<p>Should you have any concerns regarding how your information is managed at Northbrook Group Practice then please contact the Practice Manager or the Data Protection Officer as above in writing. If you are still not happy and wish to lodge a complaint with a supervisory authority you have a right to complain to the Information Commissioners via this link https://ico.org.uk/global/contact-us or via telephone on 0303 123 1113.</p>