

# CROWN HEIGHTS MEDICAL CENTRE

## Privacy Notice

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way. We review our procedures regularly.

Please read this privacy notice ('Privacy Notice') carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

### **1. WHY WE ARE PROVIDING THIS PRIVACY NOTICE**

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please do contact our **Data Protection Officer** (details below).

The Law says:

- A. We must let you know why we collect personal and healthcare information about you;
- B. We must let you know how we use any personal and/or healthcare information we hold on you;
- C. We need to inform you in respect of what we do with it;
- D. We need to tell you about who we share it with or pass it on to and why; and
- E. We need to let you know how long we can keep it for.

### **2. THE DATA PROTECTION OFFICER**

The Data Protection Officer for Crown Heights Medical Centre is Caroline Sims.

You can contact her by email at Crown Heights Medical Centre

if:

- You have any questions about how your information is being held;
- If you require access to your information or if you wish to make a change to your information;

- Or any other query relating to this Policy and your rights as a patient.

### **3. ABOUT US**

We, at Crown Heights Medical Centre ('**the Surgery**'), are a **Data Controller** of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be **Data Processors**. The purposes for which we use your information are set out in this Privacy Notice.

### **4. INFORMATION WE COLLECT FROM YOU**

The information we collect from you will include:

- A. Your contact details (such as your name and email address, including place of work and work contact details);
- B. Details and contact numbers of your next of kin;
- C. Your age range, gender, ethnicity, language, disability status, information we need to allow us to provide information in a more accessible format to you;
- D. Details in relation to your medical history;
- E. The reason for your visit to the Surgery;
- F. Medical notes and details of diagnosis and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare.

### **5. INFORMATION ABOUT YOU FROM OTHERS**

We also collect personal information about you when it is sent to us from the following:

- A. a hospital, a consultant or any other medical or healthcare professional, or any other person involved with your general healthcare.
- B. Insurance company –in respect of requests for medical information, with your prior approval
- C. Police service – in respect of a Firearms application you are making
- D. Social Services
- E. Solicitors – correspondence from them about you
- F. Benefit Agency

- G. Driving Vehicle Licensing Authority (DVLA)
- H. Indeed any organisation who you give permission to ask for your medical information

## **6. YOUR SUMMARY CARE RECORD**

Your summary care record is an electronic record of your healthcare history (and other relevant personal information) held on a national healthcare records database provided and facilitated by NHS England.

This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct healthcare.

You may have the right to demand that this record is not shared with anyone who is not involved in the provision of your direct healthcare. If you wish to enquire further as to your rights in respect of not sharing information on this record then please contact the Surgery.

To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, please visit [www.nhs.uk/mydata-choice](http://www.nhs.uk/mydata-choice).

Note if you do choose to opt out, you can still consent to your data being used for specific purposes. However, if you are happy with this use of information you do not need to do anything. You may however change your choice at any time.

## **7. CARE AND HEALTH INFORMATION EXCHANGE (CHIE)**

Care and Health Information Exchange (CHIE), formerly known as the Hampshire Health Record or HHR, is an electronic summary record for people living in Hampshire, Portsmouth and Southampton.

In order for different parts of the health and care system to work together to provide you with the support you need, the CHIE stores summary information from these organisations in one place so that, with your consent, health care professionals can view it to deliver better care to you. From July 2019 this data can be reviewed in 'real time' which ensures that it is always up to date.

This record contains more information than the Summary Care Record, but is only available to organisations in Hampshire.

Records on CHIE are held with clear NHS numbers and other identifiers required to locate information to deliver to professionals in support of treatment and care. The primary purpose of the CHIE is to provide clinical and care professionals with complete, accurate and up-to-date information when caring for patients like you.

In addition to ensuring that people who care for you have access to the right level of summary information CHIE also analyses trends in population health through a database called Care and Health Information Analytics (CHIA). This is called 'secondary processing'. CHIA is a physically separate database, which receives some data from CHIE but all of the data used in this way has been 'pseudo-anonymised' – this means names, initials, addresses, dates of birth and

postcodes have all been removed.

It is not possible to identify any patient by looking at the 'pseudo-anonymised' data on the CHIA database. People who have access to CHIA do not have access to CHIE.

If you object to your information being processed or stored on CHIE it can retain just enough information about you to ensure that the restriction is respected in future. You can ask to restrict processing to direct care (data not transferred to CHIA by registering a type 1 opt-out) only or completely (data not visible in CHIE or CHIA by registering a CHIE and type one opt-out). An opt-out form is available on our website or from reception.

## **8. WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO, AND WHY**

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment. This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in providing better care to you and your family and future generations. However, as explained in this privacy notice, confidential information about your health and care is only used in this way where allowed by law and would never be used for any other purpose without your clear and explicit consent.

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of your direct healthcare needs. It, therefore, may be important for them to be able to access your information in order to ensure they may properly deliver their services to you:

- A. Hospital professionals (such as doctors, consultants, nurses, etc);
- B. Other GPs/Doctors;
- C. Pharmacists;
- D. Nurses and other healthcare professionals (eg District Nurses & Midwives);
- E. Dentists;

- F. Any other person that is involved in providing services related to your general healthcare, including mental health professionals.

**e.g. Care Navigators, Pharmacists, Social Prescribers**

## **9. OTHER PEOPLE WHO WE PROVIDE YOUR INFORMATION TO**

- A. Commissioners;
- B. Integrated Care Boards;
- C. Local authorities;
- D. Community health services;

**e.g. Care and Health Information Exchange (CHIE) – formerly Hampshire Health Record**

The CHIE is an electronic summary record for people living in Hampshire, Portsmouth and Southampton. GP Surgeries, hospitals, social care and community care teams collect information about you and store it electronically on separate computer systems. The Care and Health Information Exchange stores summary information from these organisations in one place so that – with your consent – professionals can view it to deliver better care to you. This record contains more information than the SCR, but is only available to organisations in Hampshire. For more information Visit <http://chie.org.uk/>

- E. For the purposes of complying with the law e.g. Police, Solicitors, Insurance Companies;
- F. Anyone you have given your consent to, to view or receive your record, or part of your record. **Please note, if you give another person or organisation consent to access your record we will need to contact you to verify your consent before we release that record. It is important that you are clear and understand how much and what aspects of, your record you give consent to be disclosed.**
- G. **Data Extraction by the Hampshire and Isle of Wight Integrated Care Board (ICB)** – the ICB at times extracts medical information about you, but the information we pass to them 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 pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the ICB from **ever** identifying you as a result of seeing the medical information and we will **never** give them the information that would enable them to do this.

There are good reasons why the ICB may require this pseudonymised information, these are as follows:

For example; to better plan the provision of services across a wider locality than practice level

## **10. ANONYMISED INFORMATION**

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

## **11. Call Recordings**

External calls made to and from the surgery lines maybe recorded, including telephone consultations, for training and monitoring purposes and where appropriate, to assist in the investigation of complaints. Patients are notified that calls maybe recorded on the surgery's telephone message.

Recordings made as part of a patient's care are treated as sensitive patient data. Call recordings are held securely within an online portal that can only be accessed by authorised surgery staff.

Any requests from patients for access to call recordings within a 90 day period must include the date, approximate time and the phone number used, to enable calls to be located within our telephone system.

Any call recordings that are downloaded by the surgery for training or monitoring purposes are stored electronically in a secure location and can only be accessed with a clinical or operational need to do so, by authorised surgery staff and are deleted after use or after 1 year.

In line with NHS guidelines, call recordings that are downloaded by the surgery in relation to a complaint, are retained for up to 10 years.

## **12. YOUR RIGHTS AS A PATIENT**

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

### **A. Access and Subject Access Requests**

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please contact our Data Protection Officer in writing. We will provide this information free of charge however, we may in some **limited and exceptional** circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

### **B. Online Access**

You may ask us if you wish to have online access to your medical record. However, there will be certain protocols that we have to follow in order to give you online access, including written consent and production of documents that prove your identity.

Please note that when we give you online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

#### **C. Correction**

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

#### **D. Removal**

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

#### **E. Objection**

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

#### **F. Transfer**

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

### **13. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD**

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

### **14. HOW WE USE THE INFORMATION ABOUT YOU**

We use your personal and healthcare information in the following ways:

- A. when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare;
- B. when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

*We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.*

## **15. LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION**

The Law says we need a **legal basis** to handle your personal and healthcare information.

**CONTRACT:** We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.

**CONSENT:** Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

**NECESSARY CARE:** Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position not to be able to consent.

**LAW:** Sometimes the Law obliges us to provide your information to an organisation (see above).

## **16. SPECIAL CATEGORIES**

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

- **PUBLIC INTEREST:** Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment;
- **CONSENT:** When you have given us consent;
- **VITAL INTEREST:** If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);
- **DEFENDING A CLAIM:** If we need your information to defend a legal claim against us by you, or by another party;
- **PROVIDING YOU WITH MEDICAL CARE:** Where we need your information to provide you with medical and healthcare services

## **17. National Data Opt Out Programme**

From September 2020 all health and care organisations including GP practices are required to be compliant with the National Data Opt Out (NDO) Programme.

Patients who have previously opted out of their data being shared by NHS Digital for secondary uses (a type 2 opt out), will have their preference transferred automatically to the NDO Programme. Patients



do not need to do anything further if they continue not to want to share their data in this way.

Other patients may have previously opted out of their data leaving the practice for research and planning purposes (a type 1 opt out). This preference was due to be respected until September 2020 (now extended due to the Covid-19 pandemic). If patients continue not to want their data to be shared for these purposes, they need to register with the NDO Programme, see below.

Most of the time anonymised data is used for research and planning so that you cannot be identified, in which case your confidential patient information isn't needed.

The National Data Opt Out does **not** apply to:

1. Searches being carried out when sharing information for patients' direct care, such as diabetic retinopathy. If patients also want to opt out of this they must inform their practice.
2. Some research projects such as Biobank. Patients need to contact Biobank directly if they have signed up to this and they do not want their data shared with Biobank.
3. Anonymised or aggregated data being shared with Integrated Care Board for audit or payment purposes; see section 9 above.
4. The Summary Care Record; see section 6 above.

To find out more about the wider use of confidential personal information and to register your choice to opt out, please visit [Your NHS Data Matters](#). On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

[HRA Information About Patients](#) (which covers health and care research); and

[Understanding Patient Data](#) (which covers how and why patient information is used, the safeguards and how decisions are made).

If you do choose to opt out, your confidential patient information will still be used to support your individual care. You can also still consent to your data being used for specific purposes.

You may change your preference at any time.

## **18. HOW LONG WE KEEP YOUR PERSONAL INFORMATION**

We carefully consider any personal information that we store about you, and we will not keep your

information for longer than is necessary for the purposes as set out in this Privacy Notice.

## **19. UNDER 16s**

There is a separate privacy notice for patients under the age of 16.

## **20. IF ENGLISH IS NOT YOUR FIRST LANGUAGE**

If English is not your first language you can request a translation of this Privacy Notice. Please contact our Data Protection Officer.

## **21. COMPLAINTS**

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our **Practice Manager**.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

## **22. OUR WEBSITE**

The only website this Privacy Notice applies to is the Surgery's website.

Currently this is: [www.crownhieghtsmc.co.uk](http://www.crownhieghtsmc.co.uk)

If you use a link to any other website from the Surgery's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

## **23. COOKIES**

The Surgery's website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy. This is in the 'Practice Policies' section at the bottom of our homepage.

## **24. SECURITY**

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

## **25. TEXT MESSAGING, EMAIL, TELEPHONING AND CONTACTING YOU**

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have your up to date details. This is to ensure we are sure we are actually

contacting you and not another person.

If you do not wish to be contacted by text or email please notify the surgery.

**26. WHERE TO FIND OUR PRIVACY NOTICE**

You may find a copy of this Privacy Notice on our website, or a copy may be provided on request.

**27. CHANGES TO OUR PRIVACY NOTICE**

We regularly review and update our Privacy Notice.

This Privacy Notice was last updated on 7<sup>th</sup> August 2023.

## Appendix A

### Who we share your information with and why

Activity	Rationale
Integrated Care Board	<p><b>Purpose</b> – Anonymous information is shared to plan and design care services within the locality.</p> <p><b>Legal Basis</b> – non identifiable data only.</p> <p><b>Data Processor</b> – Hampshire &amp; Isle of Wight Integrated Care Board</p>
Individual Funding Requests – The CSU	<p><b>Purpose</b> – We may need to share your information with the IFR team for the funding of treatment that is not normally covered in the standard contract.</p> <p><b>Legal Basis</b> – The clinical professional who first identifies that you may need the treatment will explain to you the information that is needed to be collected and processed in order to assess your needs and commission your care; they will gain your explicit consent to share this.</p> <p><b>Data processor</b> – We ask NHS South, Central and West Commissioning Support Unit (CSU) to do this on our behalf.</p>
CHIE & GP Connect	<p><b>Purpose</b> – To provide Healthcare Professionals with complete, accurate and up to date information. This information comes from a variety of sources including GP practices, community providers, acute hospitals and social care providers. CHIE is used by GP out of hours, acute hospital doctors, ambulance service, GPs and others on caring for patients – you may opt out of having your information shared on this system.</p> <p><b>Legal Basis</b> – This service is for your direct care and in an emergency.</p> <p><b>Data Processor</b> – NHS SCW.</p>

<p>CHIA</p>	<p><b>Purpose</b> – Is a database used for analysing trends in population health in order to identify better ways of treating patients. CHIA is a physically separate database, which receives some data from CHIE. Prior to this transfer from CHIE to CHIA patient identifiers are removed from the data. This includes names, initials, addresses, dates of birth and postcodes. NHS numbers are encrypted in the extract and cannot be read. This process is called ‘pseudonymisation’. This subset of data does not include information typed in by hand, so there is no possibility of it containing references to family members or other people. It contains only coded entries for things like allergies and prescribed drugs. It is not possible to identify any patient by looking at the ‘pseudonymised’ data on the CHIA database. People who have access to CHIA do not have access to CHIE. Data in CHIA is used to plan how health and care services will be delivered in future, based on what types of diseases are being recorded and how many are being referred to hospital etc. Data is also used to help research into new treatments for diseases.</p> <p><b>Legal basis</b> – You can opt out of this service</p> <p><b>Data processor</b> – NHS SCW</p>
<p>General Practice Extraction Service (GPES)</p>	<p><b>Purpose</b> : The General Practice Extraction Service (GPES) collects information for a wide range of purposes including providing GP payments for services they deliver, such as immunisations. Anonymised data can be used without patient consent, and Patient Identifiable data may be used when the information is supported by law or directly benefits patient care.</p> <p>Further information is available at: <a href="https://digital.nhs.uk/services/general-practice-extraction-service">https://digital.nhs.uk/services/general-practice-extraction-service</a></p> <p>Personal confidential and Special Category data will be extracted at source from GP systems for the use of planning and research. Requests for data will be approved by the NHS Health Research Authority.</p> <p>Patients can register an opt out from their data being used for research and future planning by NHS England by visiting <a href="https://www.nhs.uk/your-nhs-data-matters/">https://www.nhs.uk/your-nhs-data-matters/</a> or calling by 0300 303 5678</p> <p>Processor: NHS Digital</p>

Medication/Prescribing	<p>Purpose : Prescriptions containing personal identifiable and health data will be shared with chemists/pharmacies, in order to provide patients with essential medication or treatment as their health needs dictate. This process is achieved either by face to face contact with the patient or electronically. Where patients have specified a nominated pharmacy they may wish their repeat or acute prescriptions to be ordered and sent directly to the pharmacy making a more efficient process. Arrangements can also be made with the pharmacy to deliver medication</p> <p>Legal Basis : Article 6(1)(e); “necessary... in the exercise of official authority vested in the controller’ And Article 9(2)(h) as stated below Patients will be required to nominate a preferred pharmacy.</p> <p>Processor – Pharmacy of choice.</p>
Hampshire Fire Service	<p>Purpose: To provide home visits to vulnerable patients in regard to fire safety.</p> <p>Legal Basis: Your expected consent is sought. You are invited to be participate in a home visit by the Fire Service. You can choose to consent or dissent at any point in the process.</p>

<p>General Practice Data for Planning and Research (GDPR)</p>	<p>Purpose: Patients personal confidential data will be extracted and shared with NHS Digital in order to support vital health and care planning and research. Further information can be found <a href="https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice#about-the-general-practice-data-for-planning-and-research-data-collection">https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/transparency-notice#about-the-general-practice-data-for-planning-and-research-data-collection</a></p> <p>Patients may opt out of having their information shared for Planning or Research by applying a National Data Opt Out or a Type 1 Opt Out. Details of how to Opt Out can be found on our Privacy Notice. For the National Data Opt Out patients are required to register their preference below. <a href="https://www.nhs.uk/your-nhs-data-matters/">https://www.nhs.uk/your-nhs-data-matters/</a></p> <p><b>Legal Basis :</b> The legal basis for this activity can be found at this link : <a href="#">General Practice Data for Planning and Research: NHS Digital Transparency Notice - NHS Digital</a></p> <p><b>Processor:</b> NHS Digital</p>
<p>Population Health Management</p>	<p><b>Purpose</b> – Health and care services work together as ‘Integrated Care Systems’ (ICS) and are sharing data in order to:</p> <ul style="list-style-type: none"> <li>• Understanding the health and care needs of the care system’s population, including health inequalities</li> <li>• Provide support to where it will have the most impact</li> <li>• Identify early actions to keep people well, not only focusing on people in direct contact with services, but looking to join up care across different partners.</li> </ul> <p>Type of Data – Identifiable/Pseudonymised/Anonymised/Aggregate Data. NB only organisations that provide your individual care will see your identifiable data.</p> <p><b>Legal Basis</b> - Article 6(1)(e); “necessary... in the exercise of official authority vested in the controller’ And Article 9(2)(h) Provision of health and care</p> <p><b>Processor to which data is disclosed:</b> Cerner Ltd, Optum Ltd, NECS CSU</p> <p><b>Population Health Management also incorporates the use of risk stratification tools as an integral part of the purpose</b></p>

Other GP practices	<p><b>Purpose</b> - We will enable other GPs and staff in other GP practices to have access to your medical record to allow you to receive acute medical care within that service.</p> <p><b>Legal Basis</b> – this service is for your direct care and is fully consented, permission to share your medical record will be gained prior to an appointment being made in the service and again once you are in the consultation.</p> <p><b>Data processor</b> – Your registered surgery will continue to be responsible for your full medical record.</p>
Community Nursing - Complex Care Team Diabetes Team Home Visiting Service Leg Ulcer Service Heart Failure Service Multi-Disciplinary Team District Nurses Midwives	<p><b>Purpose</b> - We will enable the Community Nursing Team to have access to your medical record to allow you to receive care from the community nurses for the services listed.</p> <p><b>Legal Basis</b> – these services are for your direct care and is fully consented, permission to share your medical record will be gained prior to an appointment being made in the service</p> <p><b>Data processor</b> – Your registered surgery will continue to be responsible for your full medical record</p>
Pharmacists from the CCG	<p><b>Purpose</b> – to provide monitoring and advice in line with the national directive for prescribing. Anonymous data is collected by the CCG.</p> <p><b>Legal Basis</b> – direct care.</p> <p><b>Data Processor</b> – Fareham &amp; Gosport and SE Hants CCG.</p>
MASH – Multi Agency Safeguarding Board - Safeguarding Children Safeguarding Adults	<p><b>Purpose</b> – We share information with health and social care authorities for safeguarding issues.</p> <p><b>Legal Basis</b> - Because of public Interest issues, e.g. to protect the safety and welfare of Safeguarding we will rely on a statutory basis rather than consent to share information for this use.</p> <p><b>Data Processor</b> – Multi Agency Safeguarding Authorities.</p>



<p>Risk Stratification</p>	<p><b>Purpose</b> – Risk stratification is a process for identifying and managing patients who are at high risk of emergency hospital admission.</p> <p>Risk stratification tools use various combinations of historic information about patients, for example, age, gender, diagnoses and patterns of hospital attendance and admission and primary care data collected from GP practice record systems.</p> <p>GPs will be able to identify which of their patients are at risk in order to offer a preventative service to them.</p> <p><b>Legal Basis</b> - Risk stratification has been approved by the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority</p> <p>NHS England encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to help and prevent avoidable hospital admissions and to promote quality improvement in GP practices.</p> <p>Data Processors – NHS South, Central and West Commissioning Support Unit (CSU) to assist us with providing Risk Stratification tools.</p> <p>Data Processing activities for Risk Stratification – The GP practice instructs its GP IT system supplier to provide primary care data identifiable by your NHS Number.</p> <p>Opting Out - If you do not wish information about you to be included in our risk stratification programme, please contact the GP Practice. They can add a code to your records that will stop your information from being used for this purpose. Further information about risk stratification is available from:<a href="https://www.england.nhs.uk/ourwork/tsd/ig/risk-stratification/">https://www.england.nhs.uk/ourwork/tsd/ig/risk-stratification/</a></p>
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<p>Quality monitoring, concerns and serious incidents</p>	<p><b>Purpose</b> – We need to ensure that the health services you receive are safe, effective and of excellent quality. Sometimes concerns are raised about the care provided or an incident has happened that we need to investigate. You may not have made a complaint to us directly but the health care professional looking after you may decide that we need to know in order to help make improvements.</p> <p><b>Legal Basis</b> – The health care professional raising the concern or reporting the incident should make every attempt to talk to you about this and gain your consent to share information about you with us. Sometimes they can do this without telling us who you are. We have a statutory duty under the Health and Social Care Act 2012, Part 1, Section 26, in securing continuous improvement in the quality of services provided.</p> <p><b>Data processor</b> – We share your information with health care professionals that may include details of the care you have received and any concerns about that care. In order to look into these concerns we may need to talk to other organisations such as Fareham &amp; Gosport and SE Hants CCG as well as other Public bodies and Government agencies such as NHS Improvement, the Care Quality Commission, NHS England as well as the providers of your care.</p>
<p>Commissioning, planning, contract monitoring and evaluation</p>	<p><b>Purpose</b> – We share aggregated, anonymous, patient data about services we have provided.</p> <p><b>Legal Basis</b> - Our legal basis for collecting and processing information for this purpose is statutory. We set our reporting requirements as part of our contracts with NHS service providers and do not ask them to give us identifiable data about you.</p> <p>If patient level data was required for clarity and extensive evaluation of a service, consent will be gained for the surgery to share this information.</p> <p>Data Processor – Various organisations, CCG, third party organisations commissioned by the NHS to perform actuarial services, NHS England</p> <p>eConsult – anonymised aggregated numbers of contacts are shared for the online consultation tool.</p>

National Registries	National Registries (such as the Learning Disabilities Register) have statutory permission under Section 251 of the NHS Act 2006, to collect and hold service user identifiable information without the need to seek informed consent from each individual service user.
Care Quality Commission	<p>CQC has powers under the Health and Social Care Act 2008 to access and use information where they consider it is necessary to carry out their functions as a regulator.</p> <p>CQC relies on its legal powers to access information rather than consent, therefore may use its powers to access records even in cases where objections have been raised.</p> <p>CQC Privacy Notice is <a href="#">available on the CQC website</a></p>
Surveys and asking for your feedback	<p>Sometimes we may offer you the opportunity to take part in a survey that the practice is running. We will not generally ask you to give us any personal confidential information as part of any survey.</p> <p><b>Legal Basis</b> – you are under no obligation to take part and where you do, we consider your participation as consent to hold and use the responses you give us.</p> <p><b>Data Processor</b> – Survey Monkey, We love surveys, Google</p>
Research	<p><b>Purpose</b> - To support research oriented proposals and activities in our commissioning system</p> <p><b>Legal Basis</b> - Your consent will be obtained by the organisation holding your records before identifiable information about you is disclosed for any research. If this is not possible then the organisation wishing to use your information will need to seek formal approval from The Independent Group Advising on the Release of Data (IGARD) <a href="#">Digital NHS UK - IGARD</a></p> <p>We may write to you offering you the opportunity to take part in research, for which your consent will be sought.</p>
Screening	<p><b>Purpose</b> - To support disease monitoring and health prevention for specific patients</p> <p><b>Legal Basis</b> - Your consent is sought either implicitly or explicitly. You are invited to be screened either by the practice or the screening provider directly. You can choose to consent or dissent at any point in the screening</p>

<p>Hampshire County Council</p>	<p><b>Purpose</b> - To support disease monitoring and health prevention for specific patients</p> <p><b>Legal Basis</b> - Your consent is sought either implicitly or explicitly. You are invited to be screened either by the practice or the screening provider directly. You can choose to consent or dissent at any point in the screening.</p>
<p>Other organisations who provide support services for us</p>	<p><b>Purpose</b> - The Practice may use the services of additional organisations (other than those listed above), who will provide additional expertise to support the Practice.</p> <p><b>Legal Basis</b> - We have entered into contracts with other organisations to provide some services for us or on our behalf.</p> <p><b>Confidential</b> – Restore Shred-it provide confidential waste destruction services</p> <p>Restore for the storage and transfer of patient notes</p> <p>NHS England use City Sprint to transfer medical records</p> <p>Continence and Stoma Service – for direct care in providing continence/stoma products and monitoring.</p> <p>i-Talk Counselling service</p> <p>Signposters</p> <p>Dementia Friendly</p> <p>Springboard</p> <p>Health Visitors</p> <p>Palliative Nurses</p> <p>Clinical Waste</p> <p>Andover Mind</p> <p>Mindspace</p> <p>LineIn</p> <p>Mosaic</p> <p>Healthcare PCN</p>

Proxy Access to records for Patients in Care Homes	By agreement with the home and explicit consent from the patient or their representative. Proxy access to the patient medical record with the GP will be given to the care home to provide continuing health care for patients who reside with them.
ELITE programme APEX tool	<p>a) Populate dashboards, reports, metrics and information within the Apex software; and</p> <p>b) Populate baseline activity tables and information about organisations' existing workforce</p> <p>The Controllers of the data processed will determine the appropriate legal basis under the data protection legislation for processing the data that they are ultimately responsible for.</p> <p>Data will be subject to the following basic processing activities:</p> <ul style="list-style-type: none"> <li>a) Anonymisation,</li> <li>b) linking with other datasets where lawful,</li> <li>c) comparing patient records,</li> <li>d) profiling patients with disease markers in common,</li> <li>e) comparing the patient data to create benchmarking data,</li> <li>f) compiling forecasting data,</li> <li>g) presenting data in alternative ways,</li> <li>h) undertaking backups,</li> <li>i) secure transmission,</li> <li>j) providing data to authorised individuals</li> </ul> <p>The processing of data may involve the sharing of personal data with other parties as determined by, and limited to, a data sharing agreement between the data controller and other parties.</p>

	<p>Data will only be shared if the data controller has agreed to the terms of any relevant data sharing agreement.</p> <p>Patient consent settings will be honoured in that the personal data for a patient whose record contains a dissent entry for record sharing will not be shared, unless the record contains a later entry that states consent has been given.</p>
<p>Platforms that enable electronic communication with patients about their direct care</p>	<p>Purpose – To communicate with patients about their direct care.</p> <p>Legal Basis – We have entered into contracts with other organisations to provide these services for us or on our behalf.</p> <p>AccuRX – text messaging platform</p> <p>eConsult – online consultation platform</p> <p>Klinik – online consultation platform</p> <p>iPlato – video consultation service</p>
<p>Providers of clinical support services</p>	<p>Purpose – To complete administrative tasks for patients that the Practise believes is better completed by a specialist.</p> <p>Legal Basis – We have entered into contracts with other organisations to provide these services for us or on our behalf.</p> <p>Meditech Solutions &amp; Scan House Solutions – summarisation of clinical records</p> <p>Medi2Data – completion of medical reports</p> <p>Healthtech-1 – patient registrations</p>