

# Privacy Notices - An Information Leaflet for Patients

## Freshwell Health Centre (May 2018)

### What is a privacy notice?

A privacy notice helps your doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

### Why do we need one?

Your doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the *General Data Protection Regulation* (or *GDPR* for short).

### What is the *GDPR*?

The *GDPR* is a law that helps organisations keep the information about you secure. It will be introduced on the 25<sup>th</sup> May 2018, making sure that your doctor, nurse and any other staff at the practice follow the rules and keep your information safe. There are high fines for organisations that do not comply with the new law.

### Where can I read the privacy notice?

We are trying to let patients know that this new document is available for them to read. At the surgery, we have a message on the big screen in the waiting room and leaflets to give to children and adults. We have put a copy of our privacy notice on our website ([www.freshwell.co.uk](http://www.freshwell.co.uk)), in the lobby and behind reception.

### What information do we collect about you?

We only collect the information we need to help us keep you healthy - such as your name, address, age, information about your parents or guardians, records of appointments, vaccinations, visits, telephone calls, your health record, treatment and medicines, test results and any other information to enable us to care for you. It is very important that this information is kept UP TO DATE so please tell us of any changes such as a new address or phone number.

### How do we use your information?

We must be fair about how we use your data, making sure what we do is lawful and clear. Your information is used to help us provide your health care. We might need to share this information with

other medical teams, such as hospitals or Community Staff. We might look at your records to see if your vaccinations or monitoring such as blood tests are up to date. Your doctor's surgery may be asked to help with medical research; but don't worry, we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information outside of the practice. We also have recordings of phone calls and CCTV images to help keep us and your data secure.

## How do we keep your information private?

We know that it is very important to protect the information we have about you. All of our staff are aware of the importance of confidentiality - this means that they know not to look at your information or talk about it unless they have a need to do so, to store it carefully and keep it safe. We must also securely dispose of information that is no longer needed.

## What do I do if I don't want you to share my data?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 12 this is something which your parents or adults with parental responsibility will have to decide. For children aged between 12 and 16 their understanding of the importance of any decision will be taken into account. You can get more information from a member of staff at the surgery, who can also explain what this means to you.

## How do I access my records?

If you want to see what is written about you, you have a right to access the information we hold. Your parents or adults with parental responsibility can do this on your behalf if you're under 16. If you are over 12 years old, you may be classed as being competent and you may be able to do this yourself. Please ask a member of staff for more information.

## What do I do if I have a question?

First of all please read the full Privacy Statement as this may answer your question. If you still have any questions, please do come and ask. You can ask at reception to speak to one of the Practice Managers (Linda, Anita or Jen) if the reception team cannot answer your questions.

The Data Protection Manager for Freshwell Health Centre is Dr Richard Meakin.

The Data protection Officer is an employee of the Mid Essex Clinical Commissioning Group.

## What to do if you're not happy about how we treat your information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you are unhappy with the way we deal with your information please let us know. For more information, visit [www.ico.org.uk](http://www.ico.org.uk) and select 'Raising a Concern'.