

# The Weavers Practice

## How we use your personal information

The Weavers Practice has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at this practice. Staff at this practice maintains records about your health and the treatment you receive in electronic and paper format.

### **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. This information may be electronic, on paper or a mixture of both. We follow strict guidance to ensure your information is kept confidential and secure. We will only use information collected lawfully in accordance with:

- Data Protection Act 1998
- Human rights Act 1998
- Common Law Duty of confidentiality
- Health and Social Care Act 2012
- NHS codes of Confidentiality, Information Security and Records Management
- Information: To share or Not to Share Review

Every member of staff here at The Weavers Practice has a legal obligation to keep information about you confidential.

### **How we will use your information**

Your data is collected for the purpose of providing direct patient care; 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 with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

To comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form, for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

## **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used. The following are examples of the types of organisations that we are likely to share information with:

- NHS and specialist hospitals, Trusts
- Other GP's (if you change doctors – we will forward your record).
- Independent Contractors such as dentists, opticians, pharmacists
- Private and Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups and NHS England
- Social Care Services and Local Authorities
- Education Services
- Police, Fire and Rescue Services
- Other 'data processors' during specific project work e.g. Diabetes UK
- Health and social care information centre
- Out of hours providers (111, East Lancashire Alliance) for services accessed outside of practice hours.
- GP-Connect (to support your Direct Care) allows authorised Clinicians such as GPs, NHS 111 Clinicians, Care Home Nurses (if you are in a Care Home), Secondary Care Trusts, Social Care Clinicians to access the GP records of the patients they are treating via a secure NHS Digital service called GP connect. It also allows other GP practices in a Primary Care Network to book appointments for patients at GP practices and other local services.

## **Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Under the Data Protection Act 1998, you have a right to request access to view or obtain copies of what information we hold about you, and to have it amended should any of the data be inaccurate. To request this, you will need to complete a Subject Access Request (SAR). Please contact the practice manager in writing.

## **Risk stratification**

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high-risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by several sources, including NHS Trusts and from this practice. This information is processed electronically using Aristotle software which is managed by Lancashire and Midlands Clinical Support Unit. You are then given a risk score which is relayed back to your GP, as data controller in an identifiable form, who can then decide on any necessary actions to ensure that you receive the most appropriate care.

## **Invoice validation**

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address, and treatment date. All this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

## **Opt-outs.**

Information about your individual care such as treatment and diagnoses are collected about you whenever you use health and care services. It is also used to help us and other organisations for research and planning such as research into new treatments, deciding where to put GP clinics and planning for the number of doctors and nurses in your local hospital. It is only used in this way when there is a clear legal basis to use the information to help improve health and care for you, your family and future generations. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

You do not need to do anything if you are happy with how your information is used. If you do not want your confidential patient information to be used for research and planning, you can choose to **opt out** securely online or through a telephone service. You can change your mind about your choice at any time.

To find out more about the benefits of data sharing, how data is protected, or to make/change your opt-out choice visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

Tel: 0300 303 5678

## **Retention periods**

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

## **What to do if you have any questions**

Should you have any questions about our privacy policy or the information we hold about you, you can:

- Ask to speak to the Practice Manager Katie Webb.

## **Complaints**

Should you have any concerns about how your information is managed by the practice, please contact Katie Webb (Practice Manager) at The Weavers Practice, High Street, Rishton BB1 4LA.

If you are still unhappy following a review by The Practice, you have the right to lodge a complaint with the ICO. For further details, please visit [ico.org.uk](https://ico.org.uk) and select "Raising a concern" or Telephone 0303 123 1113 (local rate) or 01625 545 745.

## **Change of details**

It is important you tell us if any of your contact details have changed, or if your date of birth is incorrect. You have a responsibility to inform us of any changes so we can keep our records accurate and up to date should we need to contact you.

## **Changes to our privacy policy**

We regularly review our privacy policy, and any updates will be published on our website and on reception notices to reflect any changes.

**This policy is to be reviewed in April 2025 or sooner if required.**