

GP Care UK Ltd

Privacy Policy

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1. How we use your information

The purpose of this notice is to inform you of the type of information (including personal information) that GP Care holds. It will also note how that information is used, who we may share that information with, and how we keep it secure and confidential.

Healthcare professionals at GP Care maintain records about your health and any treatment, or care, you receive. These records help to ensure you are provided with the best possible healthcare.

This information is collected from;

- Your GP, through referrals, summary care records and local data sharing agreements
- Information you provide to GP Care, via email, telephone and during appointments
- Hospital records such as Laboratory and Diagnostic Information Systems
- An NHS service called the Personal Demographic Service (PDS). GP Care sends basic information such as your NHS Number, name, address and date of birth to the PDS in order to complete our records. This information is stored in our secure Patient Administration Systems.

Health records may be electronic, on paper, or a mixture of both. We use a combination of working practices and technology to keep your information confidential and secure. Records which GP Care hold about you may include the following information:

- Details about you, such as your address, legal representative, contact details, preferred contact method, details of your GP, any other specific requirements
- Any information that can be used to identify you, such as your Name, Address, Postcode, Date of Birth, or other dates, NHS Number, Gender, Ethnicity
- Any contact GP Care has had with you, such as appointments, telephone calls, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, MRIs etc
- Relevant information from other health professionals, relatives, or those who care for you

Information may also be used within GP Care's clinical audit process to monitor the quality of our services. Some of this information will be held centrally, and used for statistical purposes, in this circumstance we take strict measures to ensure that individual patients cannot be identified.

2. Care.data

The Health and Social Care Act 2012 allows the Health & Social Care Information Centre (HSCIC) to gather personal, confidential data from healthcare providers without seeking your specific consent. Care.data is a service that NHS England use to collect data about patients, this is to improve the quality of healthcare delivered.

Information will be taken from clinical systems, this includes personal, confidential data such as referrals, NHS prescriptions and other clinical data. It also includes personal identifiers such as your date of birth, postcode, NHS number and gender. This is so that your information can be linked with data from other healthcare settings such as the hospital.

If you want to know more, please click on the link below to view the leaflet "How information about you helps us to provide better care"

<http://www.england.nhs.uk/wp-content/uploads/2014/01/cd-leaflet-01-14.pdf>

For further information, please click here <http://www.england.nhs.uk/ourwork/tsd/care-data/>

3. Invoice Validation

If you have received treatment within the NHS, access to your personal information may be required in order to determine which Clinical Commissioning Group should pay for the treatment or procedure you have received.

This information would most likely include your name, address, date of treatment. This may then be passed on to enable the billing process. These details are held in a secure environment and kept confidential. This information will only be used to validate invoices and will not be shared for any further purposes.

4. Confidentiality of your records

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Regulation (GDPR) 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality and Information Security
- Information: To Share or Not to Share Review (for further information, click on the link - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/192572/2900774_InfoGovernance_accv2.pdf)

Every employee/ worker who works for a health care organisation has a legal obligation to keep your information confidential. Security and confidentiality policies at GP Care ensure that your information is protected, and available only to employees/ workers directly involved in your care.

Occasionally problems may occur in the software used by GP Care. Normally the software supplier will not need to see identifiable information, however, it may become necessary in order to ensure that the correct information is maintained. All NHS software providers are bound by requirements of confidentiality.

We will only ever use, or pass on, information about you if others who are involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), the law requires information to be passed on, or in accordance with GDPR. This follows GDPR and Dame Fiona's Caldicott information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals can share information in the best interests of their patients within the framework set out by GDPR and the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

Records are held for an appropriate duration according to the best practice current recommendations from the Department of Health. (HSC 1998/217: Preservation, Retention and Destruction of GP General Medical Services records relating to patients).

5. Our partner organisations

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations:

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Health and Social Care Information Centre (HSCIC)
- Clinical Commissioning Groups
- Private and Voluntary Sector Providers
- Independent Contractors
- Ambulance Trusts
- Social Care Services
- Local Authorities
- Education Services
- Police, Judicial, Fire and Rescue Services
- Other 'data processors' which you will be informed of

If your information needs to be shared, you will be informed of which organisation, and in some cases, asked for explicit consent for this to happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

6. Access to personal information

You have a right under the GDPR to request access to view or to obtain copies of what information GP Care holds about you. You also have the right to have this information amended should it be inaccurate. In order to request this, you need to do the following:

- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified, and your records located. We are unable to process your request until this has been provided.

7. Objections/ Complaints

Should you have any concerns about how your information is managed, or wish to opt out of any data collection, including accessing your records on the Patient Demographics Service, please contact the Data Controller, Carole Bayliss, on 0333 332 2100 or email info@gpcare.org.uk. This will not stop you from receiving care but will result in the benefits outlined above not being realised. To help you decide, we will discuss with you how this may affect our ability to provide you with care, and any other options you have. If you are still unhappy following a review by the GP Care, you can then complain to the Information Commissioners Office (ICO) via their website www.ico.org.uk.

If you are happy for your data to be extracted and used for the purposes described in this Patient Privacy notice, then you do not need to do anything.

If you do not want your personal data being extracted, you need to let us know as soon as possible.

We will then enter clinical codes into your records that will prevent data leaving GP Care and / or leaving the central information system at the Health and Social Care Information Centre (HSCIC) for use by secondary providers.

8. Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have 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 accurate and up to date for you.

9. Notification

The GDPR requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk

GP Care is registered with the Information Commissioners Office (ICO), Registration Number Z1458017.

10. The Data Controller

Carole Bayliss
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