

# Kennedy Way Surgery

## Privacy Notice

### How we use your personal information

This Privacy Notice explains why Kennedy Way Surgery collects information about you and how that information may be used.

Health Care Professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in centre, etc). These records are used to help to provide you with the best possible healthcare.

NHS health care records may be electronic, on paper or a mixture of both and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records Kennedy Way Surgery hold about you may include the following information;

- Details about you, such as your name, address, who cares for you, legal representatives and emergency contact details.
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments etc.
- Notes and reports about your health.
- Details about your treatment and care.
- Results of investigations such as laboratory tests, X-rays etc.
- Relevant information from other health professionals, relatives or those who care for you.

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within Kennedy Way Surgery for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that the individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes however the surgery will **always** gain you consent before releasing the information for this purpose.

### Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned admission or a re-admission and identifying a need for preventative intervention. Information about you is collected from a number of sources including NHS Trusts and from Kennedy Way Surgery. A risk score is then arrived at through an analysis of you de-identified information using software and is only provided back to your GP in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services.

! Please note that you have the right to opt out of your data being used this way.

## **Medicines Management**

Kennedy Way Surgery may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medication to ensure patients receive the most appropriate, up-to-date and cost effective treatments. This service is provided to practices with South Gloucestershire through BNSSG Clinical Commissioning Group.

### **How do we maintain confidentiality of your records?**

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

- Data Protection Act 1998 and General Data Protection Regulation 2018
- 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

### **Information: To Share or Not to Share Review**

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others 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), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's 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 the health and social care professionals should have the confidence to share information in the best interest of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

You may have the right to demand that this record is not shared with anyone who is not involved in your direct healthcare. 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: <https://nhs.uk/your-nhs-data-matters>

### **Who are 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
- GPs
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians & pharmacists

- Private Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police and Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of (you will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required).

## **Right of access to personal data**

You have a right under the General Data Protection Regulation 2018 to request access to view or to obtain copies of what information Kennedy Way Surgery holds about you and to have it amended should it be inaccurate. In order to request this you need to do the following:

- Your request must be made in writing to the GP (please note for information from the hospital you should write directly to them).
- We must provide this information to you free of charge. We will let you know when the information is ready for collection (please note we are not responsible for postage costs and that we are able to charge an admin fee for further copies).
- We are required to respond to you within one calendar month of receipt of the request.
- You will need to give adequate information (to include your full name, address, date of birth, NHS no (if known) and details of your request) so that your identity can be verified and your records located.

## **Right to rectification**

We will investigate any inaccuracies or complete incomplete data without delay and where the inaccuracy or incompleteness is proven we will rectify as appropriate. We will maintain the incorrect data clearly indicating what is incorrect and what is now correct so a full picture is available.

## **Right to erasure (a.k.a 'to be forgotten')**

Right applies where:

- Data is no longer needed
- Consent is withdrawn
- Subject objects and no overriding legitimate grounds to continue
- Data has been unlawfully processed

Does not apply when:

- We are legally obliged to process, carried out in the public interest or the 'exercise of official authority vested in the data controller'

## **Objections**

Should you have any concerns about how your information is managed at the Practice, please contact the Assistant Practice Manager. If you are still unhappy following a review by the Practice, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have concerns about how your data is shared then please contact the Assistant Practice Manager, Kennedy Way Surgery, Kennedy Way, Yate BS37 4AA.

## **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 the details such as your 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.

## **Notification**

The Data Protection Act 1998 and the General Data Protection Regulation 2018 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 via the Information Commissioners Office website: [www.ico.org.uk](http://www.ico.org.uk)

This practice is registered with the Information Commissioners Office (ICO).

## **Who is the Data Controller?**

The Data Controller who is responsible for keeping your information secure and confidential is: Steven Lobb | GP Data Protection Officer (BNSSG) & Information Governance Manager | Governance Services.  
NHS South, Central and West Commissioning Support Unit, South Plaza,  
Marlborough Street, Bristol. BS1 3NX

## **Complaints**

Should you have any concerns about how your information is managed by the Practice, please contact the Assistant Practice Manager at the following address:

Kennedy Way Surgery  
Kennedy Way  
Yate  
BS37 4AA  
Tel No: 01454 313849

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk) or [casework@ico.org.uk](mailto:casework@ico.org.uk). Tel No: 0303 123 1113 (local rate call) or 01625 545 745