

PRACTICE PRIVACY NOTICE FOR PATIENTS

Ruby Country Medical Group keeps medical records confidential and complies with the General Data Protection Regulation. We hold your medical record so that we can provide you with safe care and treatment.

We also use your information so that the practices can check and review the quality of the care we provide. This helps us to improve our services to you.

- We will share relevant information from your medical record with other health or social care staff or organisations when they provide you with care. For example if you are being referred, your GP will share information with the specialist in the hospital or your GP might share information with your chosen pharmacy about your prescription.
- Healthcare staff working in A&E and out of hours care will also have access to your information. For example, it is important that staff treating you in an emergency know if you have any allergies. This will involve the use of your Summary Care Record. For more information see: <https://digital.nhs.uk/summary-care-records> or alternatively speak to your practice.
- You have the right to object to information being shared for your own care. Please speak to your practice if you wish to object. You also have the right to have any mistakes or errors corrected.

We are required by law to provide you with the following information:

Data Controller Contact details	Ruby Country Medical Group- Practice Manager For Holsworthy, Hatherleigh & Shebbear patients email: D-CCG.HolsworthyMC-Reception@nhs.net For Stratton patients email: letters.rcmg-stratton@nhs.net
Data Protection Officer Contact Details	BexLovewell bex.lovewell@nhs.net
Right to access and correct	<ul style="list-style-type: none"> ▪ You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff or email us for further information on our 'subject access request' process. ▪ We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
Retention period	GP medical records will be kept in line with the law and national

	<p>guidance. Information on how long records are kept can be found at: https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or you can speak to your practice.</p>
Right to complain	<p>Please let us know if you are unhappy with how we have used your personal information.</p> <p>For Holsworthy, Hatherleigh or Shebbear patients you can contact us at: D-CCG.HolsworthyMC-Reception@nhs.net</p> <p>For Stratton patients you can contact us at: letters.rcmg-stratton@nhs.net</p> <p>You have the right to complain to the Information Commissioner's Office. If you wish to complain please follow this link: https://ico.org.uk/global/contact-us/ or call the helpline on: 0303 123 1113</p>
Data we get from other organisations	<p>We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up to date when you receive care from other parts of the health service.</p>

Other important information about how your information is used to provide you with healthcare are:

Registering for NHS CARE

- All patients who receive NHS care are registered on a national database.
- This database holds your name, date of birth, address and NHS number but it does not hold information about the care you receive.
- The database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS data.
- More information can be found at: <https://digital.nhs.net/> the phone number for general enquiries at 0300 303 5678

Identifying patients who might be at risk of certain diseases

- Your medical records will be searched by a computer programme so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admission to hospital.
- This means we can offer patients additional care or support as early as possible.
- This process will involve linking information from your GP record with information from other health or social care services you have used.
- Information which identifies you will only be seen by your practice.
- More information can be found at: NHS choices website or speak to your practice.

Safeguarding

- Sometimes we might need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm.
- These circumstances are rare.
- We do not need your consent or agreement to do this.
- Please see out local policies for more information: Ask at reception or email your request to your practice.

We are required by law to provide you with the following information about how we handle your information:.

<p>Purpose of the processing</p>	<ul style="list-style-type: none"> ▪ To give direct health or social care to individual patients. ▪ For example, when a patient agrees to a referred for direct care such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care. ▪ To check and review the quality of care. This is called audit and clinical governance.
<p>Lawful basis for processing</p>	<p>These purposes are supported under the following sections of the GDPR:</p> <p><i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’; and</i></p> <p><i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...’</i></p> <p>Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.</p>
<p>Recipient or categories of recipients of the processed data</p>	<p>The data will be shared with:</p> <ul style="list-style-type: none"> ▪ Healthcare professionals and staff in this surgery ▪ Local hospitals ▪ Out of hours services ▪ Diagnostic and treatment centres ▪ Or other organisations involved in the provision of direct care to individual patients
<p>Rights to object</p>	<ul style="list-style-type: none"> ▪ You have the right to object to information being shared between those who are providing you with direct care ▪ This may affect the care you receive- please speak to your practice. ▪ You are not able to object to your name, address and other demographic information being sent to NHS Digital. ▪ This is necessary if you wish to be registered to receive NHS care.

	<ul style="list-style-type: none"> ▪ You are not able to object when information is legitimately shared for safeguarding reasons. ▪ In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm. ▪ The information will be shared with the local safeguarding service ▪ Or Multi-agency Safeguarding Hub (MASH)
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How your information is used to measure the quality of care

Medical Research

Ruby Country Medical Group shares information from medical records:

- To support medical research when the law allows us to do so, for example to learn about why people get ill and what treatments work best.
- We will also use your medical records to carry out research within the practice.

This is important because:

- The use of information from GP medical records is useful in developing new treatments and medicines.
- Medical researchers use information from medical records to help answer important questions about illnesses and diseases so improvements can be made to care and treatment.

We share information with the following medical research organisation with your explicit consent or when the law allows: National Institute for Health Research's Local Clinical Research Network- South West Peninsular.

You have the right to object to your identifiable information being used or shared for medical research purposes. Please speak to your practice if you wish to object.

Checking the quality of care- national clinical audits

Ruby Country Medical Group contributes to national clinical audits so that healthcare can be checked and reviewed.

- Information from medical records can help doctors and other healthcare workers measure and check the quality of care provided.
- The results of the checks or audits can show where hospitals are doing well and where improvement is needed.
- The results are used to recommend improvements to patient care.
- Data are sent to NHS Digital, a national body with legal responsibilities to collect data.
- The data will include information about you, such as your NHS number, date of birth and information regarding your health which is recorded in coded form, for example the code for high blood pressure or asthma.
- We will only share your information for national clinical audits or checking purposes when the law allows.
- For more information about national clinical audits see the Healthcare Quality Improvements Partnership website: <https://www.hqip.org.uk/> or call 020 7997 7370.

- You have the right to object to your identifiable information being shared for national clinical audits. Please contact your practice if you wish to object.

We are required by law to provide you with the following information about how we share your information for medical research purposes.

Purpose of the processing	Medical research and to check the quality of care which is given to patients (National clinical audit).
Lawful basis for processing	<p>The following sections of the GDPR mean that we can use medical records for research and to check the quality of care (national clinical audits).</p> <p><i>Article 6(1)(e) – ‘processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller’.</i></p> <p>For medical research we utilise Article 9 conditions: <i>Article 9(2)(a)- ‘the data subject has given explicit consent...’</i></p> <p>To check the quality of care (clinical audit): <i>Article 9(2)(h) – ‘processing is necessary for the purpose of preventative...medicine...the provision of health or social care or treatment or the management of health or social care systems and services...’</i></p>
Recipient or categories of recipients of the processed data	For medical research the data will be shared with South West Peninsular. For national clinical audits which check the quality of care the data will be shared with NHS Digital.
Rights to object and the national data opt-out	<p>You have the right to object under the GDPR and the right to ‘opt-out’. Whenever you use a health or care service, such as A&E, important information about you is collected to help ensure you get the best possible care and treatment.</p> <p>The information collected when you use these services can also be provided to other approved organisations, where there is a legal basis, to help with planning services, improving care provided, research into developing new treatments and preventing illness. All of these help to provide better health and care for you. Confidential personal information about your health and care is only used in this way where allowed by law and would never be used for insurance or marketing purposes without your explicit consent.</p> <p>You have a choice about whether you want your confidential information to be used in this way. To find out more about the wider use of confidential personal information and to register your choice to opt out, visit: https://www.nhs.uk/your-nhs-data-matters/. If you do choose to opt out you can still consent to your data being used for specific purposes.</p>

How your information is shared so that Ruby Country Medical Group can meet legal requirements

The law requires your practice to share information from your medical records in certain circumstances. Information is shared so that the NHS or Public Health England can, for example:

- Plan and manage services.
- Check that the care being provided is safe.
- Prevent infectious diseases from spreading.

We will share information with NHS Digital, the Care Quality Commission and local health protection team (or Public Health England) when the law requires us to do so. Please see below for more information. We must also share your information if a court of law orders us to do so.

NHS Digital

- NHS Digital is a national body which has legal responsibilities to collect information about health and social care services.
- It collects information from across the NHS in England and provides reports on how the NHS is performing. These reports help to plan and improve services to patients.
- Ruby Country Medical Group must comply with the law and will send data to NHS Digital, for example, when it is told to do so by the Secretary of State for Health or NHS England under the Health and Social Care Act 2012.
- More information about NHS Digital and how it uses information can be found at <https://digital.nhs.uk/home>
- NHS digital sometimes shares names and addresses of patients suspected of committing immigration offences with the Home Office. More information on this can be found here: <https://www.gov.uk/government/publications/information-requests-from-the-home-office-to-nhs-digital>

Care Quality Commission (CQC)

- The CQC regulates health and social care services to ensure that safe care is provided.
- The law says that we must report certain serious events to the CQC, for example, when patient safety has been put at risk.
- For more information about CQC see: <http://www.cqc.org.uk/>

Public Health

- The law requires us to share data for public health reasons, for example to prevent the spread of infectious diseases or other diseases which threaten the health of the population.
- We will report the relevant information to local health protection team or Public Health England.
- For more information about Public Health England and disease reporting see: <https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>

We are required by law to provide you with the following information about how we handle your information and our legal obligations to share data.

<p>Purpose of the processing</p>	<p>Compliance with legal obligations or court order.</p>
<p>Lawful basis for processing</p>	<p>The following sections of the GDPR mean that we can share information when the law tells us to.</p> <p><i>Article 6(1)(c) – ‘processing is necessary for compliance with a legal obligation to which the controller is subject...’</i></p> <p><i>Article 9(2)(h) – ‘processing is necessary for the purpose of preventative...medicine...the provision of health or social care or treatment or the management of health or social care systems and services...’</i></p>
<p>Recipients or categories of recipients of the processed data</p>	<ul style="list-style-type: none"> ▪ The data will be shared with NHS Digital ▪ The data will be shared with the Care Quality Commission ▪ The data will be shared with or local health protection team or Public Health England ▪ The data will be shared with the court if ordered
<p>Rights to object and the national data opt-out</p>	<p>There are very limited rights to object when the law requires information to be shared but government policy allows some rights of objection as set out below.</p> <p>NHS Digital</p> <ul style="list-style-type: none"> ▪ You have the right to object to information being shared with NHS Digital for reasons other than your own direct care. This is called a ‘Type 1’ objection- you can ask your practice to apply this code to your record. Please note: the ‘Type 1’ objection, however, will no longer be available after 2020. This means you will not be able to object your data being shared with NHS Digital when it is legally required under the Health and Social Care Act 2012. <p>Whenever you use a health or care service, such as A&E, important information about you is collected to help ensure you get the best possible care and treatment. The information collected when you use these services can also be provided to other approved organisations, where there is a legal basis, to help with planning services, improving care provided, research into developing new treatments and preventing illness. All of these help to provide better health and care for you. Confidential personal information about your health and care is only used in this way where allowed by law and would never be used for insurance or marketing purposes without your explicit consent. You have a choice about whether you want your confidential patient information to be used in this way. To find out more</p>

	<p>about the wider use of confidential personal information and to register your choice to opt out, visit: https://www.nhs.uk/your-nhs-data-matters/. If you do choose to opt out you can still consent to your data being used for specific purposes.</p> <p>If you are happy with this use of information you do not need to do anything. You can change your choice at any time.</p> <p>NHS Digital sharing with the Home Office- There is no right of objection to NHS Digital sharing names and addresses of patients who are suspected of having committed an immigration offence.</p> <p>Public Health- Legally information must be shared under public health legislation. This means you are unable to object.</p> <p>Care Quality Commission- Legally information must be shared when the Care Quality Commission needs it for their regulatory functions. This means that you are unable to object.</p> <p>Court order- Your information must be shared if its ordered by a court. This means that you are unable to object.</p>
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National Screening Programmes

- The NHS provides national screening programmes so that certain diseases can be detected at an early stage.
- These screening programmes include bowel cancer, breast cancer, cervical cancer, aortic aneurysms and a diabetic eye screening service.
- The law allows us to share your contact information with Public Health England so that you can be invited to the relevant screening programme.
- More information can be found at: <https://www.gov.uk/topic/population-screening-programmes> or speak to the practice.

We are required by law to provide you with the following information about how we handle your information in relation to our legal obligations to share data.

Purpose of the processing	The NHS provides several national health screening programmes to detect diseases or conditions early such as cervical and breast cancer, aortic aneurysm and diabetes. The information is shared so that the correct people are invited for screening. This means those who are most at risk can be offered treatment.
Lawful basis for processing	<p>The following sections of GDPR allow us to contact patients for screening.</p> <p><i>Article 6(1)(e) – ‘processing is necessary...in the exercise of official authority vested in the controller...’</i></p> <p><i>Article 9(2)(h) – ‘processing is necessary for the purpose of</i></p>

	<i>preventative...medicine...the provision of health or social care or treatment or the management of health or social care systems and services...'</i>
Recipient or categories of recipients of the processed data	<p>The data will be shared with:</p> <ul style="list-style-type: none"> ▪ Healthcare professionals and staff in your practice ▪ Local hospitals ▪ Out of hours services ▪ Diagnostic and treatment centres ▪ Or other organisations involved in the provision of direct care to individual patients.
Rights to object	<p>For national screening programmes: you can opt so that you no longer receive an invitation to a screening programme at: https://www.gov.uk/government/publications/opting-out-of-the-nhs-population-screening-programmes or speak to your practice.</p>