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| **Dr. J.P. Hopcroft****Dr. R.T. Summers****Dr. C.J. Wright****Dr. A. Mayet****Dr. P. Afsar****Dr. N. Skaria****Dr. G.Rajarathinam****Dr. S. Keegan** |

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| Description: illustration of the surgery |

***FERN HOUSE SURGERY***

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| **Privacy Notice****Provision of Direct Care** |

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**Fern House Surgery 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 will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

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

Staff in our Practice who have access to your information will only normally have access to the information they need to fulfil their roles.

**Important information about how your information is used to provide you with healthcare**

**Registering for NHS care**

* All patients who receive NHS care are registered on a national database.
* This database holds your name, address, date of birth 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.uk/ or the phone number for general enquires at NHS Digital is 0300 303 5678.

**What information do we collect about you?**

Your data is collected for the purpose of providing direct patient care, 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.

**How we will use your information**

Your data is used for the purpose of providing direct patient care; however, we can disclose this information if:

* it is required by law to any other organisation, such as the police, by court order, solicitors, or immigration enforcement;
* if you give consent; or
* if it is justified in the public interest.

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, your GP will share information when they refer you to a specialist in a hospital. Or your GP will send details about your prescription to your chosen pharmacy.

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 who are treating you in an emergency know if you have any allergic reactions. This will involve the use of your Summary Care Record. For more information see: <https://digital.nhs.uk/summary-care-records>

For more information on how we share your information with organisations who are directly involved in your care can be found here: [**https://www.fernhousesurgery.co.uk/**](https://www.fernhousesurgery.co.uk/) or ask a member of our reception team for our Sharing your NHS patient data leaflet. You have the right to object to information being shared for your own care, further information can be found in the leaflet. You also have the right to have any mistakes or errors corrected.

Although, you have the right to object to our sharing your data in certain circumstances we have an overriding responsibility to do what is in your best interests.

**Maintaining confidentiality**

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).

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

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| **Data Controller** contact details | Fern House Surgery, 125 – 129 Newland Street, Witham, Essex CM8 1BH  |
| **Data Protection Officer** contact details | Information Governance Lead, Fern House Surgery, 125 – 129 Newland Street, Witham, Essex CM8 1BH  |
| **Purpose** of the processing | * To give direct health or social care to individual patients.
* For example, when a patient agrees to a referral 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).
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| **Lawful basis** for processing | These purposes are supported under the following sections of the GDPR:*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* *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...”* Healthcare staff will also respect and comply with their obligations under the common law duty of confidence. |
| **Recipient or categories of recipients** of the processed data | The data will be shared with: * 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.
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| **Rights to object** | * 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 the Information Governance Lead.
* 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.
* 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.
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| **Right to access and correct** | * You have the right to access your medical record and have any errors or mistakes corrected. If you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form.
* 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.
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| **Retention period** | GP medical records will be kept in line with the law and national 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>  |
| **Right to complain** | You have the right to complain to the Information Commissioner’s Office. If you wish to complain follow this link <https://ico.org.uk/global/contact-us/> or call the helpline **0303 123 1113** |
| **Data we get from other organisations** | 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. |