**COURT ROAD SURGERY**

**PRIVACY STATEMENT**

Court Road Surgery aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This Privacy Notice does not provide exhaustive details of all aspect of the collection and use of personal information by Court Road Surgery. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Practice Manager by:

Telephone: 01446 733181

Letter: Court Road Surgery, 29 – 31 Court Road, Barry, Vale of Glamorgan, CF63 4YD

Email: [enquiries.w97058@wales.nhs.uk](mailto:enquiries.w97058@wales.nhs.uk)

**How We Use Your Information**

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your information is used to:

* Provide a basis for all health decisions made by care professionals with and for you;
* Make sure your care is safe and effective;
* Work effectively with others providing you with care;
* Send you text/email notifications to you about appointment reminders, flu clinics, health promotion information, cancellation of clinics, test results and changes in service provision. (You can opt out of the text/email notification service at any time by phoning the practice on 01446 733181).

We may also use, or share, your information for the following purposes:

* Looking after the health of the general public;
* Making sure that our services can meet patient needs in the future;
* Auditing - Using patient health information to review and improve the quality of healthcare.
* Patient identifiable information is only used within the practice. (Patients have the right to request their health information is not included in audits);
* Preparing statistics on NHS performance and activity (where steps will be taken to ensure patients cannot be identified;
* Investigating concerns, complaints or legal claims;
* Helping staff to review the care they provide to make sure it is of the highest standards;
* Training and educating staff;
* Research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to provide consent).

**Disclosure of Information to Other Health and Social Professionals**

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

**Our Partner Organisations:**

* NHS hospitals
* Relevant GP Practices
* Dentists, Opticians and Pharmacies
* Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS)
* Voluntary Sector Providers who are directly involved in your care
* Ambulance Service
* Specialist Services
* Out of Hours Service

We may also share your information with your consent, and subject to strict sharing protocols, about how it will be used, with:

* Health and Social Care
* Police and Fire Services

**Individual Health Record (IHR)**

Health professionals caring for you in Wales will be able to see a summary of important information, such as your current medication, recent tests and allergies. It will save you having to remember this information, help them make important decisions about your care and reduce unnecessary repeat tests and x-rays.

Only NHS staff (Hospital doctors and nurses, Out of Hours Service doctors and nurses, Hospital pharmacists and technicians) directly involved in your care can see your information and only with your consent.

If you are unconscious, NHS Wales’ staff may look at your IHR without your permission. This is so they can give you the best possible care.

Strict controls are in place to keep your information safe. Only the people caring for you will be able to look at your IHR and they must ask your permission first. A record will be kept each time your information is looked at and checks will be made to make sure no one is looking at your record when they shouldn’t be.

If you do not want this summarised version of your information to be made available, please contact the surgery in writing stating this.

**My Health Online - Registration for Booking/Cancelling Appointments and Ordering Repeat Prescriptions**

This service allows you to book a routine GP appointment 24 hours a day, cancel appointments no longer needed, check your repeat medication, order repeat prescriptions and make changes to your email and mobile contact number where appropriate.

You will need to register to use this service and can de-register at any time.

**Medicines Management**

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided by our clinicians, our employed Pharmacist and Pharmacists provided by Cardiff and Vale Local University Health Board.

**Cluster MSK Clinic**

This Practice is part of the Central Vale Cluster and we offer our patients access to the Cluster MSK clinic. Our Clinical Computer System is shared with the MSK NHS Staff who record information securely. This information can then be shared with our Clinicians so that everyone caring for you is fully informed about your relevant medical history.

MSK Clinic NHS staff will ask your consent before information is viewed.

We consider patient consent as being the key factor in dealing with your health information.

**Clinical Research**

We are committed to clinical research and improving current treatments and care. Research matters from paracetamol to chemotherapy, to treatments for depression and diabetes; without research, many treatments and types of care that we receive today would not be available. We will only disclose anonymised medical data (data that does not disclose any personalised data) without consent. Consent will be obtained for the sharing of any personalised data

**How We Keep Your Information Confidential and Secure**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

**Anyone Who Receives Information From Us Is Also Under A Legal Duty to Keep It Confidential and Secure**

All persons in the Practice sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical Practice staff in order to perform tasks enabling the functioning of the Practice. These include, but not limited to:

* Typing referral letters to Hospital Consultants or allied Health Professionals
* Opening letters from hospitals and Consultants
* Scanning clinical letters, radiology reports and any other documents not available in electronic format
* Photocopying or printing documents for referral to Consultants
* Handling, printing, photocopying and postage of medico legal and life assurance reports and other associated documents

**Right of Access to Your Health Information**

The General Data Protection Regulation allows you to find out what information about you is held on computer and in manual records. This is known as “right of subject access” and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

* You will need to make a written request to the Practice Manager
* There may be a charge for excessive requests for information held about you
* We are required to respond to you within one month
* You will need to give us adequate information (e.g. full name, address, date of birth, NHS Number etc, two forms of identification etc.) to enable us to identify you and provide the correct information. Subject Access Requests Forms (SARs) are available at reception and the practice website.

**Who Else May Ask to Access Your Information**

* The **Court** can insist that we disclose medical records to them;
* **Solicitors**  may ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children, parents etc.) unless we also have their consent;
* **Social Services** - The Benefits Agency and others may require medical reports on you from time to time. We will need your signed consent to provide information to them.
* **Life Assurance Companies/Employers/Occupational Health Doctors** frequently ask for medical reports on individuals. These are always accompanied by your signed consent form.

We will only disclose the relevant medical information in line with your consent. You have the right, should you request it, to see reports prepared for Insurance Companies, employers or occupational Health doctors before they are sent.

**Sharing Your Information without Consent**

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

* Where there is a serious risk of harm or abuse to you or other people
* Where a serious crime, such as assault, is being investigated or where it could be prevented
* Where we are notified of infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
* Where a formal Court Order has been issued
* Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence

Court Road Surgery is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement.

You may choose to restrict the collection or use of your personal information in the following ways:

* Information you supply using any electronic form(s) on the practice website or manually at reception, will only be used for the purpose(s) stated on the form.

**Changes to This Privacy Notice**

We keep our Privacy Notice under regular review. This Privacy Notice will be reviewed again in May 2019.

**Concerns about Sharing Your Information**

If you have any concerns about how we use or share your information, or you do not wish us to share your information, please contact the Practice Manager on 01446 733181.

**Complaints**

If you have a complaint about how your information is managed at the practice, please contact the Practice Manager. If you remain unhappy with the Practice’s response, you can complain to the Information Commissioner Office [www.ico.gov.uk](http://www.ico.gov.uk)

**Change of Details**

It is important that you tell us if any of your details such as your name, address or telephone number has 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 kept accurate and up to date at all times.