

FAIR PROCESSING/PRIVACY NOTICE

**For patients of Queen Camel Medical Centre, West Camel Road, Queen Camel,
Yeovil, Somerset, BA22 7LT**

1 INTRODUCTION

1.1 The law determines how organisations can use the personal information they collect. This is underpinned by the Common Law Duty of Confidentiality together with legislation we must comply with including:

- Data Protection Act 1998
- Human Rights Act 1998
- Health and Social Care Act 2012

1.2 Queen Camel Medical Centre holds and uses the personal and confidential information of its patients for a number of purposes. This notice sets out in general terms a summary of the type of information we hold about you, what we use it for and also who we may share your information with.

2 INFORMATION HELD

2.1 Queen Camel Medical Centre collects personal confidential information about you. This information may include (but is not limited to):

- Your name, address telephone number, date of birth and next of kin
- Appointment details, associated admissions and medical diagnoses
- Correspondence, notes and reports
- Investigations and test results

2.2 The practice uses this information for the following reasons:

- to help inform the decisions that we make about your care
- to ensure that your treatment is safe and effective, including any advice that may be provided as part of your care
- to help us work effectively with other organisations who may also be involved in your care

3 INFORMATION SHARING

3.1 Queen Camel Medical Centre may share information held about you with other organisations to support:

For patient care (identifiable information):

- to promote continuity of care by sharing your information with other professionals involved in your care

- to promote safe care by sharing your information with other health care professionals (as well as the support teams they appoint to assist them which may include data analysts) who might be involved in your care such as emergency departments and out of hours doctor services
- to promote pro-active interventions for patients identified as having heightened risk of certain health conditions, such as high cholesterol, diabetes, etc. by way of local NHS clinical data analysis

For planning and assurance (information in anonymised format which does not include information from the patient written notes):

- to help protect the general health of the public
- to manage and plan services for the future
- to review the quality of care provided by the practice to ensure it remains effective
- to help our staff review the care that is provided to ensure it is of the highest standard and to enable the continual improvement of care
- to comply with a legal obligation

3.2 Organisations with which information is routinely shared with for the reasons set out above include but are not limited to:

For patient care:

- Local hospitals
- Emergency and out of hours services

For planning and assurance:

- NHS England
- Somerset Clinical Commissioning Group
- Somerset County Council – Public Health service

4 OPTING OUT

4.1 We will not share your identifiable information for any other reason other than healthcare and service planning within the NHS, unless we first obtain consent from you.

4.2 We sometimes share non-identifiable information for statistical and research purposes. These records will be entirely anonymised so you cannot be identified.

4.3 All patients have the right to-opt out of allowing their records to be shared for non-care purposes. If you wish to do this, please speak to a member of the practice staff.

4.3 For more detailed information about your rights and our responsibilities in respect of data protection, we have a number of information leaflets that

are available in our waiting areas and reception, as well as further resources on our website. Easy read format as well as information in other languages is available upon request.

5 SECURITY OF YOUR INFORMATION

5.1 Queen Camel Medical Centre have a range of security measures in place to ensure that your information is held, and where appropriate, shared in a secure way. Your patient record will only be accessed by those members of practice staff who are authorised to do so.

5.2 If you have any concerns about the way we handle your information, please speak to a member of the practice staff.