

How THE LIMES MEDICAL CENTRE uses your information to provide you with healthcare

You may have heard about GDPR. This is a new regulation that helps protect your personal data, whilst allowing GP practices to continue to provide you with medical care and, with appropriate safeguards, participate in medical research. We have in place the following arrangements:

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.

- 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> or speak to the receptionist.**
- You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any mistakes or errors corrected.

Other 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.

Safeguarding

Sometimes we 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 our safeguarding policy for more information

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

Data Controller contact details

THE LIMES MEDICAL CENTRE

Data Protection Officer CSU Information Governance Service Hub (Monday to Friday 9:00am – 5:00pm)
Tel: 01782 872 648

[Email: mlcsu.ig@nhs.net](mailto:mlcsu.ig@nhs.net)

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).

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.

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 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.

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.

Right to access and correct You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff or look at our 'subject access request' policy on the practice website – insert link.

- 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 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 speak to the practice.

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.