

Newnham Walk

Surgery

Privacy Notice



What is a privacy notice?

A privacy notice helps your doctors surgery tell you how it uses its information it has about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

Why do we need one?

Your doctor's surgery needs a privacy notice to make sure it meets legal requirements which are written in a new document called the General Data Protection Regulation (GDPR for short).

What is the GDPR?

What a great question! The GDPR is a new document that helps your doctor's surgery keep the information about you secure. It's new and will be introduced on the 25th May 2018, making sure that your doctor, nurse and any staff at the practice follow rules to keep your information safe.

How do you know about our privacy notice?

At your surgery, we have posters in our waiting room and leaflets to give to the children and adults, and we also have a lot of information on our website, tell you how we use the information we have about you.

What information do we collect about you?

Don't worry; we only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your healthcare records, treatment and medicines, text results, X-rays and any other information to enable us to care for you.

How do we use your information?

Another great question! Your information is taken to help us provide your care. But we might need to share this information with other medical terms, such as hospitals, if you need to be seen by a special doctor or sent for an x-ray. Your doctors surgery may be asked to help with exciting medical research; but don't worry; we will always ask you, or your parents or adults with parental responsibility, if it's ok to share your information.

How do we keep your information private?

Well, your doctor's surgery knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and the other important rulebooks.

What if I have a long term medical problem?

If you have a long term medical problem then we know it's important to make sure you information is shared with healthcare workers to help them help you, making sure you get the care you need when you need it!

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you are under 16 this is something that your parents or adults with parental responsibility will have to decide. They can get more information from a member of staff at your surgery, who can also explain what this means to you.

How do I access my records?

Remember we told you about the GDPR? Well if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). Your parents or adults with parental responsibility will do this on your behalf if you are under 16. But if you are over 12 you may be classed as competent and you may be able to do this yourself.

What do I do if I have a question?

If you have any questions, or your parents or adults with parental rights, you may ask a member of staff at your surgery, you can;

1. Contact the practice's data controller via e-mail at admin.newnhamwalksurgery@nhs.net , GP practices are data controlled for the data they hold about their patients¹
2. Write to the data controller at the practice
3. Ask to speak to the practice manager Barbara Willis

What to do if you're not happy about how we manage your information

We want to make sure you are happy, but we understand that sometimes things go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data processing methods, you can complain. For more information, visit www.ico.org.uk and select 'Raising a concern'.

We always make sure the information we give you is up to date. Any updates will be published in our website, leaflets and posters.

¹BMA GPs as data controllers under the GDPR