

Practice Privacy Notice

Launceston Medical Centre 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.

What information do we collect about you?

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 collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

Maintaining confidentiality and accessing your records

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). You have a right to access the information we hold about you, and 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 and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Launceston Medical Centre; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at kccg.letterslaunceston@nhs.net GP practices are data controllers for the data they hold about their patients¹
2. Write to the data controller at Launceston Medical Centre
3. Ask to speak to the practice manager Andrew Yardley, or their deputy Susan Duke

The Data Protection Officer (DPO) for Launceston Medical Maria Harvey
Kernow Health CIC Tel: 01872 221108

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.

The National Data Opt Out

You can choose whether your confidential patient information is used for research and planning. The national data opt-out implements the opt-out model proposed by the National Data Guardian, as accepted by the Government and the Department of Health and Social Care.

Patients have a right under the NHS Constitution to request that their personal confidential data is not used beyond their direct care and the national data opt-out provides an easy and accessible way for patients to exercise this right.

You do not need to do anything if you are happy about how your confidential patient information is used. You can change your choice at any time.

National data opt-outs are not recorded at the GP practice and instead you can change your national data opt-out using the [online service](#):

<https://www.nhs.uk/your-nhs-data-matters/>

or by calling NHS Digital:

NHS Digital Contact Centre

0300 303 5678

Monday to Friday, 9am to 5pm (excluding bank holidays)

All health and care organisations in England are required to apply your national data opt-out by March 2020, including hospitals and GP practices.

Young adults from the age of 13 can set and change their own national data opt-out.

NHS Kernow as a data controllers must take note and apply national data opt-outs whenever confidential patient information is to be shared either internally or outside of the organisation. The national data opt-out does not apply to information that is anonymised or is aggregate or count type data. For further information and support relating to national data opt out please refer to the following:

<https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information/your-information-choices/opting-out-of-sharing-your-confidential-patient-information>

Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed 21/05/2019

Version History:

01/04/2018 Policy created AY

13/02/2020 Added info regarding National Data Opt-Out AY