

Ormeau Health Centre

Privacy Notice

Patients

This notice explains why your GP practice collects information about you and how that information may be used.

Ormeau Health Centre maintains records about your health and any treatment or care you may have received previously by other practices, hospitals and Trusts. These records help us to provide you with the best possible healthcare.

We understand that problems discussed are usually of a personal nature and patients expect that the information they are sharing will remain confidential. This confidentiality is central to the trust between us and you as our patient.

The data we hold on you, our patients must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

Staff training incorporates data protection and the need for strict confidentiality

How we process your personal information

Health records are electronic or on paper, or both. We use a combination of working practice and technology to ensure that your personal information is kept confidential and secure. The physical storage of your information is on secure servers which are protected by firewalls. Access to this data is only by authenticated passwords and is limited to members of the practice team. Paper records are kept in a key pad locked reception area, away from the public view.

Records we hold in this practice about you may include the following:

- Registration Documentation as per requirement on form HSCR1
- Details about you; your address, telephone number, email address, gender, date of birth, carer's details, patient on-line access account ID and emergency contact details
- All contacts the surgery has had with you, such as appointments, clinic visits, hospital appointments, home visits, telephone consultations, complaints made, accidents within the building
- Reports and notes about your health, your care, immunisations, treatments received, referrals made both within the practice and from outside agencies

- Results of investigations; blood results, x-rays taken both in the practice and in outside clinics
- Relevant Information from other healthcare professionals, relatives and carers
- Prison release information, medical record information with signed consent
- Third party sources e.g. information requests from Insurance Companies and Solicitors, Employment Medical Forms, PIP forms, ESA forms, Travel Insurance Claims
- Child Protection Information; case conference notes (kept separately in locked unit)

If you participated in a medical research trial with Ormeau Health Centre we hold your personal information, along with details of your medical history and consultations with the research department for a period defined in the consent you signed at the beginning of the clinical trial.

If you decide to register with another practice or pass away your electronic record will be printed off and sent with the paper records we hold to the Business Services Organisation (BSO). Your information is transferred via a secure courier service. Once you are removed from Ormeau Health Centre's practice list we will only access your computer record in a life and death situation and the reason for this will be recorded and is auditable.

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to protect the health of the public. Information may be used with Ormeau Health Centre for clinical audit purposes to monitor and improve the quality of the care we provide. From time to time we may use your information for statistical purposes but we take strict measures to ensure the data is anonymised.

Highly sensitive information e.g. child protection register information and case conference minutes are kept separate from the medical records in a red/orange identifiable folder.

How we maintain confidentiality of your medical record

We are committed to protecting your privacy and will only use information about you lawfully in accordance with

- GDPR (General Data Protection Regulations) Data Protection Act 2018
- NHS Codes of Confidentiality, Information Security and Records Management

Every member of staff in Ormeau Health Centre has a legal obligation to keep your information confidential and this is an essential part of every employees induction programme. We will only ever pass on your information if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless in exceptional circumstances such as life or death situations where the law requires information to be passed on in accordance with the Caldicott principles. This means that healthcare professionals should have the confidence to share information in the best interests of the patients within the framework of the Caldicott principles. They should be supported by policies of employers and professional bodies.

We may need to share your information with the following organisations but this will be subject to stringent agreements on how it will be used:

- Emis Web (Egton) our computerised medical record system

- Hospitals and Trust Departments including District Nursing, Midwives & Counsellors
- The Strategic Planning and Performance Group (SPPG)
- Cancer Screening Services
- Cervical Screening Services
- AAA Screening Services
- General Practice Intelligence Platform (GPIP)
- Northern Ireland Electronic Care Record (NIECR)
- Encompass NI
- The Business Services Organisation (GP registrations)
- The Interpreting Service and The Big Word (Interpreting by telephone)
- Out of Hours GP Service
- Other GP practices
- Ambulance Trust
- Social Services
- Independent Contractors such as Pharmacists, Opticians, Dentists
- Private Sector Providers
- Education Services
- Fire & Rescue
- Police & Judicial Services
- Our IT providers and others under strict confidentiality contracts whom we may employ to improve our systems to enable better patient care.

You will be informed should the need arise and consent will be sought before sharing your information.

We use external companies to process personal information in posting, archiving/shredding purposes but these companies are bound by contractual agreements to ensure information is kept confidential and secure.

Access to your personal information – Subject Access Request

You have a right under GDPR to request access to or copies of the information we hold on you, here at Ormeau Health Centre. You also have the right to have any inaccurate data to be amended or removed. This can be discussed with your Doctor. All subject access requests for information must be:

- In writing to the Practice Manager, Claire Bateson

- We are required to respond to you within 28 days or up to 3 months for complex/voluminous requests
- Identification may be sought to prove you are who you claim to be

All personal data will be

- Processed lawfully, fairly and in a transparent manner
- Collected for specific, explicit and legitimate purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary kept up to date
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which those data are processed
- Processed in a manner that ensures appropriate security of the personal data

Breaches of information

We must report any breaches to the ICO within 72 hours of becoming aware of it. The individual concerned must be contacted as soon as possible.

Objections/Complaints

If you have any concerns about how your information is managed at Ormeau Health Centre, please contact the Practice Manager. If you are still not happy following this discussion you can then complain to the Information Commissioners Office (ICO) via their website www.ico.gov.uk

If you are at any time unhappy with your data being shared please contact the Practice Manager.

Change of personal details

It is important that you advise us of any changes to your address and telephone number and email address. If you notice incorrect details such as a wrong date of birth please inform us right away so that we can update our records.

Our methods of contacting you

At Ormeau Health Centre we use four methods of contacting our patients, in relation to health matters. We can telephone, send letters, text and email our patients if we need to advise you regarding test results, annual reviews or general matters regarding your healthcare. Telephone calls, SMS and Email messages are a much quicker method of contact, especially in cases where urgent treatment is required. We will only send text messages or emails to those over the age of 16 years or those over the age of 12 years who are deemed competent. On occasion we may need to record our telephone conversation with you. We will tell you we are recording. We use telephone call recordings for training and monitoring purposes. Telephone recordings are deleted within seven days of the call taking place.

Please let us know if you consent or do not consent to SMS communications.

Data Protection

The GDPR requires organisations to register with the ICO to describe the purposes for which they are processing personal and sensitive information.

This information is publicly available on the ICO website www.ico.gov.uk

Ormeau Health Centre is registered with the ICO.

The Data Protection Officer is: Dr Claire Diamond

The Data Controller is responsible for, and be able to demonstrate compliance.

CCTV usage in Ormeau Health Centre

CCTV monitoring is used in the public areas within the building. This is for security of the premises and crime prevention and detection. We may use these recordings in cases where a crime has been committed or for insurance purposes. These recordings may be requested by the PSNI or Judicial Services. Recorded CCTV data is refreshed after 24-28 days.

Ormeau Health Centre is a teaching practice. We train medical students from Ulster University and Queens University. All students consult with patients in line with our privacy notice.

We also train medical doctors to be general practitioners. From time to time, to facilitate this training it is necessary to video record face to face consultations the GP Trainee does, to allow one of the partners/GP tutor to assess their consultation technique. We will obtain your explicit consent to the recording, before the consultation takes place. All recordings will be deleted as soon as the tutor undertakes the feedback and assessment.