



Teign Estuary Medical Group – Glendevon Medical Centre and Riverside Surgery Fair Use Policy (Patients) and Privacy Notice

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

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology solutions to ensure that your information is kept confidential and secure. Records which this Practice hold about you may include the following information:

- Details about you, such as your address, carer, legal representative, emergency contact details, next of kin
- Any contact the surgery has had with you, such as appointments, telephone, eConsults submitted by you, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc.
- Relevant information from other health professionals, relatives or those who care for you

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 help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided. Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – if this information needs to be identifiable, the surgery will always gain your explicit consent before releasing the information for this purpose.

Risk Stratification - Devon Predictive Model

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your anonymised information using software managed by our clinical system provider, and is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and



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not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

Medicines Managements

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided to practices within South Devon through South Devon and Torbay Clinical Commissioning Group.

Community Hub

The practice works closely with the Community Nursing Team and the Intermediate Care Team to deliver care to patients in their home and to reduce avoidable admissions to hospital. The Community staff includes Matrons, Nurses, Assistant Practitioners, Healthcare Assistants and Administration Staff employed by Torbay and South Devon NHS Foundation Trust, based within the Community and Intermediate Care Team at Dawlish Community Hospital and Teignmouth Community Hospital. Staff that work in the Community Team are all bound by the Confidentiality: NHS Code of Practice and General Data Protection Regulation 2016; and will only access your information in order to provide direct care; for example, before attending visiting you at home.

Improved Access – Southern Primary Care Collaborative Board SystemOne to SystemOne

As part of our Improved Access Initiative, Teign Estuary Medical Group's patients will be able to book evening and weekend appointments at other local GP Practices, these practices are: Barton Surgery (Dawlish), Channel View Medical Practice, Teignmouth Medical Group (The Den & Richmond House), Cricketfield Surgery (Newton Abbot). This will benefit you as a patient as it ensures that there are more appointments available to you at times that are more convenient out of the practice's usual hours.

To ensure that the Clinician has full access to your medical records, when you book your appointment the Administrator will ask you to consent to sharing your medical records, which will ensure an effective and safe service.

This sharing occurs electronically through our clinical system and the sharing only occurs when you choose to book an appointment at another practice. You will be reminded of this when you book the appointment and your consent to share your medical record is taken.

Your data will be kept secure using the same clinical system used to access your medical record when you visit us for an appointment. The clinician you visit will be required to gain your consent prior to accessing your record. If you change your mind and do not wish to consent, the clinician will only be able to access your Summary Care Record. This will contain limited medical information and will restrict the care that you can be offered. We will be notified of your record being accessed and of any changes made to your medical record. We will review this to ensure any follow up is actioned.



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If you have any concerns about this, or object to the sharing of your medical record in this way, please speak to one of our reception team, who will be able to record your decision and change the settings for your record.

Coastal Locality Contraception Clinic

The practices in Teignmouth and Dawlish are working together to deliver certain contraceptive services to their patients. Staff providing these services include the Family Planning Nurse, GP and Healthcare Assistant employed by Barton Surgery – Dawlish, and will require access to your record in order to deliver this service to you, should you be referred to them. These individuals are all bound by the Confidentiality: NHS Code of Practice and General Data Protection Regulation 2016.

The service is based at Barton Surgery - Dawlish. Staff accessing your records for the contraception clinic will only do so with your **explicit consent**. You will be given the option to be referred to this service should you require a “coil” or “implant” for contraceptive use, alternatively this service is offered by the Family Planning Service in Torquay, who will not have access to your GP notes.

Teignmouth and Dawlish Clinical Research Hub

The practices in Teignmouth and Dawlish work together to deliver Research studies and trials to patients registered at the 4 practices (and their branch sites). Staff employed by your GP practice will access your information in order to determine whether you are suitable to be invited to participate in a particular study.

Staff working for the Teignmouth and Dawlish Clinical Research Hub are also employees of practices within Teignmouth / Dawlish, and are bound by the same confidentiality rules. The Research Hub team will not access your information without your **explicit consent**, unless they are employed by, or on behalf, of your GP Practice and are carrying out the record review in line with their ordinary job. Staff employed by the Hub includes a Data Manager, Research Nurse and a Healthcare Assistant. These individuals have undertaken training for the delivery of research (Good Clinical Practice) and are all bound by the Confidentiality: NHS Code of Practice and General Data Protection Regulation 2016.

How do we maintain the confidentiality of your records?

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

- General Data Protection Regulation 2018
- Data Protection Act 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share Review



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- Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you 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 there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Research providers such as NIHR and SWP CRN
- Public Health Screening and Prevention Teams
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services



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- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of

Others:

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

Who are our partner software suppliers / businesses?

We use a number of pieces of software and organisations outside of the NHS to facilitate your healthcare and enable our staff to contact you. These are as follows:

Name	Description	Can employees of the organisation access patient information?	GDPR statement
SystemOne (TPP)	Clinical system holds patient demographic and medical information – remote server	The servers and the connection to the practice are encrypted, so TPP staff are not able to access patient information in this way. TPP support staff are able to dial in remotely with the consent of our staff for problem solving.	Waiting for confirmation
iGPR	iGPR is a software tool that assists us with creating insurance reports.	iGPR staff have no access to patient information as it is fully encrypted whilst being transmitted to the insurer.	http://www.igpr.co.uk/privacy/
South Devon Health Informatic	The practice's primary general IT	The HIS support staff are able to remotely dial in with the consent of our staff for problem solving.	https://www.torbayandsouthdevon.nhs.uk/about-us/data-protection/privacy-and-cookies/



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s Service (HIS)	support provider.		
Devon Contract Waste	Shred paper on which is printed patient or other confidential data	<p>Representative comes to sites and collects the three shredding bins full of paper.</p> <p>These are securely transported to the depot in Exeter where it is then securely shredded.</p> <p>Destruction certificates are issued after each collection is shredded.</p>	https://irp-cdn.multiscreensite.com/928c62bd/files/uploaded/DCW%20privacy%20policy.pdf
MDU / MPS / MDDUS	Indemnity organisations	<p>We will sometimes send by email or discuss by phone identifiable information when the organisation is supporting a GP in a patient complaint or litigation. Information will be redacted where possible.</p>	https://www.themdu.com/privacy-policy https://www.medicalprotection.org/home/privacy-cookies-policy https://www.mddus.com/mddus-policies/privacy-notice
eConsult	Provides the platform for online consultations requests	<p>Patient data is encrypted, consultation information is stored in pseudonymised form on eConsult servers.</p>	https://oakleyhealth.webgp.com/staticLegalContent/privacyPolicy
Health Intelligence	Manage recall and screening of diabetic patients for diabetic retinopathy	<p>The Diabetic Eye Screening Programme is operated by Health Intelligence (commissioned by NHS England). This supports invitation for eye screening and ongoing care. This data may be shared with any Hospital Eye Services a patient is under the care of to support further treatment and with other healthcare professionals involved in patient care.</p>	http://www.desphiow.co.uk/diabetic-eye-screening/privacy-notice/



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Access to personal information

You have a right under the General Data Protection Regulations 2016 to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

- Your request should be made to the practice using the Subject Access Request (SARs) Form
- For information from the hospital you should write directly to them – Please ask for their details
- A copy of the data we hold on your will be provided free of charge in an encrypted electronic format (CD-ROM)
- We are required to respond to you within **one calendar month** from the date your form is **received and ID verified** by a member of the practice staff.

Objections / Complaints

Should you have any concerns about how your information is managed at the practice, please contact the Practice Operations Manager – Mr Will Moyle. If you are still unhappy following a review by the practice, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

Cookies

Our website uses cookies.

A cookie is a small file, typically of letters and numbers, downloaded on to a device (like your computer or smart phone) when you accesses certain websites.

Cookies allow a website to recognise a user's device.

Some cookies help websites to remember choices you make (e.g. which language you prefer if you use the Google Translate feature). Analytical cookies are to help us measure the number of visitors to a website. The two types we use are 'Session' and 'Persistent' cookies. Some cookies are temporary and disappear when you close your web browser, others may remain on your computer for a set period of time.

We do not knowingly collect or intend to collect any personal information about you using cookies. We do not share your personal information with anyone.

What can I do to manage cookies on my devices?

Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org.



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To opt out of being tracked by Google Analytics across all websites visit
<http://tools.google.com/dlpage/gaoptout>.

If you are concerned about cookies and would like to ask further questions please do not hesitate to write to our website developers – support@gpsurgery.net

Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

Notification

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website
www.ico.org.uk

The practice is registered with the Information Commissioners Office (ICO).

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is:

Dr's Squires, Venton and Peirce – T/A Teign Estuary Medical Group

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Operations Manager, Mr Will Moyle, at the following address:

Glendevon Medical Centre,
3 Carlton Place,
Teignmouth,
TQ14 8AB

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO) - www.ico.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745