

## How **ROLLE MEDICAL PARTNERSHIP** uses your information to provide you with healthcare

This practice keeps medical records confidential and complies with the General Data Protection Regulation.

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.
- This practice is a member of the [East Devon Health federation](#) of GP practices and works collaboratively with other member practices for the purpose of delivering the best possible healthcare to patients in east Devon. To enable us to optimise the available resources with your needs you may be referred to other member health partners for treatment and will be given access to your health record to facilitate this treatment. You have the right to opt out if you do not wish your data to be shared under this arrangement. For more information on how we share your information with other GP practices and any other organisation who are directly involved in your care can be found here: **Please ask to speak to the Practice Manager**
- 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 alternatively speak to the practice.
- 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 organization which has legal responsibilities to collect NHS data.
- More information can be found at: <https://digital.nhs.uk/> the phone number for general enquires at 0300 303 5678

### Identifying patients who might be at risk of certain diseases

- Your medical records will be searched by a computer programme so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital.
- This means we can offer patients additional care or support as early as possible.
- This process will involve linking information from your GP record with information from other health or social care services you have used.
- Information which identifies you will only be seen by this practice.
- More information can be found at Rolle Medical Partnership.

# East Devon Health

## 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 ask to see our local policies for more information:

## e-Consult - Consulting your doctor online

- We use e-Consult an online tool where you can get advice and treatment or get self-help.
- e-Consult are a third party organisation and by using this tool you are submitting your information to them. This information is then submitted to our practice for review by our GPs.
- The e-Consult privacy notice can be found here: <https://econsult.net/privacy-policy/>

## **Not a patient but perhaps a relative, friend, next of kin or otherwise have an involvement with a patient?**

It is possible that we also hold information on you as part of someone else's record. The nature of the information held about you will depend on the circumstances that the information was collected for. For instance if you have been named as patient Next of Kin we will hold your name and a means of contacting you such as a phone number or address. Under Data Protection law you will be entitled to receive a copy of this information unless there is good reason not to provide it.

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

<b>Data Controller</b> contact details	<b>Rolle Medical Partnership, Exmouth Health Centre, Claremont Grove EXMOUTH EX8 2JF</b>
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<b>Data Protection Officer contact details</b>	Please email <a href="mailto:DDOOH.IRM@nhs.net">DDOOH.IRM@nhs.net</a>
<b>Purpose of the processing</b>	<ul style="list-style-type: none"><li>• To give direct health or social care to individual patients.</li><li>• 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.</li><li>• To check and review the quality of care. (This is called audit and clinical governance).</li><li>• Sharing of Special Patient Notes (SPN's) with out of hours services to assist in the delivery of patient care. This includes information such as End of life status, challenging behavior, domestic circumstances and other relevant information that may influence the manner in which health care services are delivered.</li><li>• Data is shared with other organisations to ensure that care is delivered effectively and safely to patients.</li><li>• Data is shared with other organisations to ensure that vulnerable patients including children are safeguarded. Data will be shared with other organisations to safeguard providers of health care from harm or risk to their wellbeing.</li></ul>

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<p><b>Lawful basis for processing</b></p>	<p>These purposes are supported under the following sections of the GDPR:</p> <p><i>Article 6(1)(c) “...necessary in order to protect the vital interest of the data subject or another natural person.”</i></p> <p><i>Article 6(1)(f)”...necessary for the purpose of legitimate interest...”</i></p> <p><i>Article 9(2)(b) “...necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law...” (specifically the safeguarding of children and vulnerable adults)</i></p> <p><i>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</i></p> <p><i>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...’</i></p> <p>Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.</p> <ul style="list-style-type: none"><li>•</li></ul>
<p><b>Recipient or categories of recipients of the processed data</b></p>	<p>The data will be shared with:</p> <ul style="list-style-type: none"><li>• healthcare professionals and staff in this surgery;</li><li>• local hospitals;</li><li>• out of hours services (specifically Devon Doctors Ltd);</li><li>• diagnostic and treatment centres;</li><li>• or other organisations involved in the provision of direct care to individual patients.</li></ul>

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<b>Rights to object</b>	<ul style="list-style-type: none"><li>• You have the right to object to information being shared between those who are providing you with direct care.</li><li>• This may affect the care you receive - please speak to the practice.</li><li>• You are not able to object to your name, address and other demographic information being sent to NHS Digital.</li><li>• This is necessary if you wish to be registered to receive NHS care.</li><li>• You are not able to object when information is legitimately shared for safeguarding reasons.</li><li>• In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm.</li><li>• The information will be shared with the local safeguarding service</li></ul>
<b>Right to access and correct</b>	<ul style="list-style-type: none"><li>• You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff.</li><li>• 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.</li></ul>
<b>Retention period</b>	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: <a href="https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016">https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016</a> or speak to the practice.
<b>Right to complain</b>	Please let us know if you are unhappy with how we have used your personal information. You can contact us at <b>Rolle Medical Partnership, Exmouth Health Centre, Claremont Grove EXMOUTH EX8 2JF</b> You have the right to complain to the Information Commissioner's Office. If you wish to complain follow this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a> or call the helpline <b>0303 123 1113</b>

# East Devon Health

<b>Data we get from other organisations</b>	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.
<b>Processing of data for the purpose of Public Protection</b>	The practice may provide information to and receive information from other agencies for the purpose of protecting the public from individuals who may pose a risk (eg MAPPA). The practice may process this information either as a public task function or because it has a legal duty to do so. Further information including the other agencies involved in the data sharing can be found <a href="#">here</a>

Version 2 - updated by CThurlow 25<sup>th</sup> October 2018. e-Consult notification included.

Version 3 - updated by CThurlow/Mark Brincat 28<sup>th</sup> May 2019. CCTV notification and OOH information included.

Version 4- updated by A Clatworthy/Mark Brincat 7<sup>th</sup> October 2019. Not a patient but perhaps a relative, friend, next of kin or otherwise.

Version 5 - updated by M Brincatt 2<sup>nd</sup> December - processing of data for the purpose of Public Protection