

# **ORCHARD FAMILY PRACTICE**

## **Privacy Notice**

This Privacy Notice explains why the GP Practice collects information about you and how that information may be used.

### **Why do we collect information about you and how we use this?**

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

### **What information do we hold and how is it stored?**

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

- Details about you, such as your name, address, carers, legal representatives and emergency contact details.
- Any contact the Practice has had with you, such as appointments, clinic visits, emergency appointments, 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 Health Service. 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 – the practice will always gain your consent before releasing the information for this purpose.

### **Risk Stratification**

Risk Stratification is a process that helps your GP to determine whether you are at risk of an unplanned admission or deterioration in health. By using selected information such as age, gender, Health & Care number, diagnosis, existing long term condition(s), medication history, patterns of hospital attendances, admissions and periods of access to community care your GP will be able to judge if you are likely to need more support and care from time to time, or if the right services are in place to support the local population's needs.

To summarise Risk Stratification is used to:

- Help decide if a patient is at a greater risk of suffering from a particular condition;
- Prevent an emergency admission;

- Identify if a patient needs medical help to prevent a health condition from getting worse; and/or
- Review and amend provision of current health and social care services

Your GP will use computer based algorithms or calculations to identify their registered patients who are at most risk.

Your GP will routinely conduct the risk stratification process outside your GP appointment. This process is conducted electronically and without human intervention. The resulting report is then reviewed by a multidisciplinary team of staff within the Practice. This may result in contact being made with you if alterations to the provision of your care are identified.

As mentioned above, you have the right to object to your information being used in this way. However you should be aware that your objection may have a negative impact on the timely and proactive provision of your direct care.

## **Medicines Management**

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 treatment.

## **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:

- Data Protection Act 2018
- Human Rights Act 1998
- Health and Social Care (Reform) Act (NI) 2009

Every member of staff who works for a Health Care organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you to other health professionals if they have a genuine need for it to support your care. 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 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.

For example, your information may be shared in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospitals service
- To help you get support from other services e.g. from social care or voluntary organisation. This can only be done with your prior consent.
- When we have a duty to others e.g. in child protection cases

- Where we are required by law to share certain information such as the birth of a new baby, infectious diseases that may put you or others at risk or where a Court has decided we must

### **Which other organisations may see my information?**

We may also have to share your information, subject to strict agreements on how it will be used with organisations such as:

- Health and Social Care Board
- Trusts
- GPs
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police and Judicial Services
- Other 'data processors' which you will be informed of

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

### **Retention Periods**

GP records are retained until death.

### **Data Controller**

As your registered GP Practice, we are the data controller for any personal data we hold about you.

### **Access to personal information**

You have a right under the Data Protection Act 2018 to request access to view or to obtain copies of what the surgery holds about you and to have it amended should it be inaccurate. In order to request this, please submit your request in writing to the address below or visit the 'Subject Access Request' link on our website:

<http://www.orchardfamilypractice.co.uk>

Orchard Family Practice  
Portadown Health Centre  
Tavanagh Avenue  
Portadown  
Co Armagh

BT62 3BU

We are required to respond to you within one calendar month.

### **Change of Details**

It is important that you tell a receptionist 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.

### **Complaints**

If you have any concerns about how your information is managed at the GP Practice, please contact our Practice Manager. If you are still unhappy following a review by the GP Practice, you can then complain to the Information Commissioner's Office (ICO)

[www.ico.org.uk](http://www.ico.org.uk)

The Information Commissioner's Office – Northern Ireland

3rd Floor

14 Cromac Place,

Belfast

BT7 2JB

Telephone: 028 9027 8757 / 0303 123 1114

Email: [ni@ico.org.uk](mailto:ni@ico.org.uk)