

## Who has access to records about you

Practice staff:

- GPs
- Practice Nurses
- Locum doctors
- Receptionists
- Practice Manager
- Scanning Clerks
- Summarising Clerk

The Practice also allows NHS staff, who work with the Practice in providing your care, access to records. These include Pharmacists (who assist the doctors by performing tasks such as reviewing patient medications), Health Visitors, District Nurses & Midwives. Due to the fact that the Practice's patient records are computerised, and the Practice uses computerised NHS systems, the Practice does on occasions encounter technical problems.

Where the problem is within specific patient records, access may be granted for the **purpose of correcting the problem**; records cannot be added, changed, deleted, copied or removed from the Practice.

Where possible, the work is supervised by the Practice Manager

**On the occasions where an NHS employee / associate has access to patient records in order to assist the Practice, the relevant party will have signed a confidentiality agreement.**

**If you would like further information regarding how your records are used, please make an appointment to speak to the Practice Manager**

## Your Rights

You have the right to confidentiality under the Data Protection Act (DPA), the General Data Protection regulations (GDPR), the Human Rights Act 1998 and the common law duty of confidence.

There are some circumstances where we may not specifically gain consent for sharing, or allowing access to, your records:

- sharing information is an integral part of the referral process, so in accepting an offer of referral, your consent is said to be 'implied'
- where you are receiving care from individuals or organisations outside of the Practice, your consent for sharing is said to be 'implied'
- if we encounter a problem with our computer systems where the solution requires access to your record, because the sharing or use of information is not the intended purpose, we do not gain consent

You also have the right to view, or ask for a copy of, all records about you:

- Your request must be made in writing to the Practice Manager
- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within one month
- You will need to give adequate information (for example full name, address, date of birth NHS number etc.,)
- You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

## Bethany Medical Centre



## Your Health Records

Everyone working for the NHS has a legal duty to keep information about you confidential.

### **We have a duty to:**

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate

We **will not** share information that identifies you for any reason, unless:

- you ask us to do so
- we ask and you give us specific permission
- we have to do this by law
- we have special permission for health or research purposes
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

**Our guiding principle is that we are holding your records in STRICT CONFIDENCE**

### **What information we record**

The Practice keeps personal information such as your name, address, contact details, date of birth, NHS number, ethnicity and next of kin

We keep clinical information such as:

- When you have attended for appointments
- Details and records about your treatment and care e.g. conditions, problems and medication
- Test results e.g. x-rays and blood tests
- Information from people outside of the Practice who are involved in your care e.g. hospitals and Out Of Hours service

We may also keep information from organisations such as local councils, the Benefits Agency and DVLA

The Practice does not record telephone calls but will, where appropriate, add details of a telephone conversation to your medical record

### **Why we collect information about you**

The Practice aims to provide you with the highest quality of healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

### **Why do we share information about you**

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care

- Make sure your care is safe and effective
- Work effectively with others providing you with care

### **When do we share information about you**

- We share information with other organisations who need to be involved in your care e.g. should you contact the Out Of Hours service, if we need you to attend for a blood test or when you are being referred to a hospital consultant
- We are required by law to notify the Department of Health of certain diseases such as tuberculosis, for public health reasons, or to notify other events such as death
- Limited information is shared with health authorities to help them organise national public health programmes, such as breast screening, smears and childhood immunisations
- Occasionally we are required by law to pass on information to the Police, in order to assist them with the prevention and detection of serious crime
- We are sometimes asked for medical or health reports by solicitors or insurance companies. We will always require your written consent, before disclosing information

The Practice is often required to supply information, which **does not** identify individuals, for statistical, research or audit purposes.

If the Practice is required to supply information which **does** identify individuals, we will seek your permission before sharing any information

**The sharing of sensitive, personal information is strictly controlled by law - Data Protection Act (DPA) / General Data Protection Regulations (GDPR)**  
**Anyone who receives information from us is also under a legal obligation to keep it confidential**

**We only pass on information about you if it is genuinely needed.**

The Information Management section of the Practice website contains more information about the way in which your information is used, who we share your information with and your rights

[www.bethanymedical.co.uk](http://www.bethanymedical.co.uk)