



Fair Processing & Privacy Notice

For patients of Cheddar Medical Centre, Roynon Way, Cheddar, BS27 3NZ

1 Introduction

1.1 The law determines how organisations can use the personal information they collect. We must comply with the Common Law Duty of Confidentiality as well as legislation including:

- Data Protection Act 1998
- Human Rights Act 1998
- Health and Social Care Act 2012
- General Data Protection Regulation 2018

1.2 Cheddar Medical Centre holds and uses the personal and confidential information of its patients for a number of purposes. This notice sets out in general terms a summary of the type of information we hold about you, what we use it for and who we may share it with.

2 Information Held

2.1 Cheddar Medical Centre collects personal confidential information about you. This information may include but is not limited to:

- Your name, address, telephone number, date of birth and next of kin
- Appointment details, associated admissions or treatments and medical diagnoses
- Correspondence, notes and reports
- Investigations and test results

2.2 The Practice uses this information for the following reasons:

- To help inform the decisions that we make about your care
- To ensure that your treatment is safe and effective, including any advice that may be provided as part of your care
- To help us work effectively with other organisations who may also be involved in your care

3 Information Sharing

3.1 Cheddar Medical Centre may share information held about you with other organisations to support:

Patient Care (identifiable information):

- To promote continuity of care by sharing your information with other professionals involved in your care
- To promote safe care by sharing your information with other health care professionals as well as the support teams they appoint (which may include data analysts) who may be involved in your care such as emergency departments and out of hours medical services
- To promote proactive interventions for patients identified as having a heightened risk of certain health conditions.



Planning and Assurance (anonymised information which does not include information from the patient's written record):

- To help protect the general health of the public
- To manage and plan services for the future
- To review the quality of care provided by the practice to ensure it remains effective
- To help our staff review the quality of care provided and to help us to continually improve the care we provide
- To comply with a legal obligation

3.2 Organisations with which such information is routinely shared for the reasons set out above include (but are not limited to):

For Patient Care:

- Local hospitals
- Emergency and out of hours services

For Planning and Assurance:

- NHS England
- Somerset Clinical Commissioning Group
- Somerset County Council (Public Health Service)

4 Opting Out

4.1 We will not share your identifiable data for any reason, other than healthcare and service planning with the NHS, unless we first obtain consent from you.

4.2 We sometime share non-identifiable information for statistical and research purposes. These records will always be anonymised so that you cannot be identified from them.

4.3 All patients have the right to opt out of allowing their records to be shared for non-care purposes. If you wish to opt out please inform a member of staff,

4.4 For more detailed information about your rights and our responsibilities in respect of data protection we have information leaflets available at reception and further resources on our website.

5 Security of Your Information

5.1 Cheddar Medical Centre has a range of security measures in place to ensure that your information is held and, where appropriate, shared in a secure way. Your patient record will only be accessed when appropriate and only by those members of staff who are authorised to do so.

5.2 We use a clinical system called emis web provided by a Data Processor known as EMIS. From June 2019 emis will be this practice's emis web data in a secure third party cloud hosted environment called Amazon Web Services (AWS). The data will remain in the UK at all times and will be fully encrypted both in storage and while in transit. This will not affect your rights or your access to your data and the hosted service provider will not have access to the necessary decryption keys to access your data. AWS is one of the world's largest cloud companies and already used by many NHS organisations. It offers the very highest levels of security and support.



5.3 If you have any concerns about the way we handle your information please speak to a member of staff.