

# **Jubilee Field Surgery**

## **Privacy Notice**

# Privacy Notice

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## Privacy Notice

### Your information, what you need to know

This privacy notice explains why we collect information about you, how that information will be used, how we keep it safe and confidential and what your rights are in relation to this.

### Why we collect information about you

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare and help us to protect your safety.

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation which includes monitoring the quality of care that we provide. In carrying out this role we will collect information about you which helps us respond to your queries or secure specialist services. We will keep your information in digital form and/or in written form. The records will include basic details about you, such as your name and address. They will also contain more sensitive information about your health and also information such as outcomes of needs assessments.

### Details we collect about you

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. from Hospitals, GP Surgeries, A&E, etc.). These records help to provide you with the best possible healthcare.

Records which this GP Practice will hold about you will include the following:

- Details about you, such as; your name, DOB, address, contact number(s), email address and next of kin
- Any contact the surgery 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

### How we keep your information confidential and safe

Everyone working for our organisation is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised with consent given by the patient, unless there are other circumstances covered by the law. The NHS Digital [Code of Practice on Confidential Information](#) applies to all NHS staff and they are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All our staff are expected to make sure information is kept confidential and receive regular training on how to do this.

The health records we use will 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. Your records are backed up securely in line with NHS standard procedures. We ensure that the information we hold is kept in secure locations, is protected by appropriate security and access is restricted to authorised personnel.

We also make sure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

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

- Data Protection Legislation
- General Data Protection Regulation
- Human Rights Act
- Common Law Duty of Confidentiality
- NHS Codes of Confidentiality and Information Security
- Health and Social Care Act 2015
- And all applicable legislation

We maintain our duty of confidentiality to you at all times. We will only ever use or pass on information about you if we reasonably believe that 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 (such as a risk of serious harm to yourself or others) or where the law requires information to be passed on.

### **Third party processors**

In order to deliver the best possible service, the practice will share data (where required) with other NHS bodies such as other GP practices and hospitals. In addition the practice will use carefully selected third party service providers. When we use a third party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by third parties include:

- Companies that provide IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and service accessible through the same); data hosting service providers; systems which facilitate appointment bookings or electronic prescription services; document management services etc.
- Delivery services (for example if we were to arrange for delivery of any medicines to you).
- Payment providers (if for example you were paying for a prescription or a service such as travel vaccinations).

### **How we use your information**

Improvements in information technology are also making it possible for us to share data with other healthcare organisations for the purpose of providing you, your family and your community with better care. For example it is possible for healthcare professionals in other services to access your record with your permission when the practice is closed. This is explained further in the Local Information Sharing section below.

Under the powers of the Health and Social Care Act 2015, NHS Digital can request personal confidential data from GP Practices without seeking patient consent for a number of specific purposes, which are set out in law. These purposes are explained below.

You can choose to withdraw your consent to your personal data being shared for these purposes. When we are about to participate in a new data-sharing project we will display prominent notices in the Practice and on our website at least four weeks before the scheme is due to start. Instructions will be provided to explain what you have to do to 'opt-out' of the new scheme. Please be aware that it

may not be possible to opt out of one scheme and not others, so you may have to opt out of all the schemes if you do not wish your data to be shared.

You can object to your personal information being shared with other healthcare providers but should be aware that this may, in some instances, affect your care as important information about your health might not be available to healthcare staff in other organisations. If this limits the treatment that you can receive then the practice staff will explain this to you at the time you object.

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.

### **Clinical audit**

Information will be used by the [ICB](#) for clinical audit to monitor the quality of the service provided to patients with long terms conditions. When required, information will be held centrally and used for statistical purposes (e.g. the National Diabetes Audit). When this happens, strict measures are taken to ensure that individual patients cannot be identified from the data.

### **Clinical Research**

We get requests from organisations to use our information for research purposes - we will always ask your permission before releasing any information for this purpose.

### **Improving Diabetes Care**

Information that does not identify individual patients is used to enable focussed discussions to take place at practice-led local diabetes review meetings between health care professionals. This enables the professionals to improve the management and support of these patients. Members of our practice team are involved in these local review meetings.

### **Individual Funding Request**

An 'Individual Funding Request' is a request made on your behalf, with your consent, by a clinician, for funding of specialised healthcare which falls outside the range of services and treatments that the [ICB](#) has agreed to commission for the local population. An Individual Funding Request is taken under consideration when a case can be set out by a patient's clinician that there are exceptional clinical circumstances which make the patient's case different from other patients with the same condition who are at the same stage of their disease, or when the request is for a treatment that is regarded as new or experimental and where there are no other similar patients who would benefit from this treatment. A detailed response, including the criteria considered in arriving at the decision, will be provided to the patient's clinician.

### **Invoice Validation**

Invoice validation is an important process. It involves using your NHS number to identify which ICB is responsible for paying for your treatment. Section 251 of the NHS Act 2006 provides a statutory legal basis to process data for invoice validation purposes. We can also use your NHS number to check whether your care has been funded through specialist commissioning, which NHS England will pay for. The process makes sure that the organisations providing your care are paid correctly.

### **Local Information Sharing**

Your GP electronic patient record is held securely and confidentially on an electronic system managed by your registered GP practice. If you require attention from a health professional such as an Emergency Department, Minor Injury Unit or Out Of Hours service, the professionals treating you are better able to give you safe and effective care if relevant information from your GP record is available to them.

Where available, this information can be shared electronically with other local health and care providers via a secure system designed for this purpose. Depending on the service you are using and your health and care needs, this may involve the professional accessing a secure system that enables them to view relevant parts of your GP electronic patient record.

In all cases, your information is only accessed and used by authorised health and social care professionals in locally based organisations who are involved in providing or supporting your direct care. Your permission will be asked before the information is accessed, other than in exceptional circumstances (e.g. emergencies) if the healthcare professional is unable to ask you and this is deemed to be in your best interests (which will then be logged).

### **National Fraud Initiative - Cabinet Office**

The use of data by the Cabinet Office for data matching is carried out with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under Data Protection legislation. Data matching by the Cabinet Office is subject to a Code of Practice. For further information see:

<https://www.gov.uk/government/publications/code-of-data-matching-practice-for-national-fraud-initiative>

### **National Registries**

National Registries (such as the Learning Disabilities Register) have statutory permission under Section 251 of the NHS Act 2006, to collect and hold service user identifiable information without the need to seek informed consent from each individual service user.

### **OpenSAFELY COVID-19 service**

NHS England has been directed by the Government to establish and operate the OpenSAFELY service. This service provides a Trusted Research Environment that supports COVID-19 research and analysis.

Each GP practice remains the controller of its own patient data but is required to let researchers run queries on pseudonymised patient data. This means identifiers are removed and replaced with a pseudonym, through OpenSAFELY.

Only researchers approved by NHS England are allowed to run these queries and they will not be able to access information that directly or indirectly identifies individuals. More information about OpenSAFELY can be found here:

[The NHS England OpenSAFELY COVID-19 service - privacy notice - NHS Digital](#)

### **Risk Stratification**

‘Risk stratification for case finding’ is a process for identifying and managing patients who have or may be at-risk of health conditions (such as diabetes) or who are most likely to need healthcare services (such as people with frailty). Risk stratification tools used in the NHS help determine a person’s risk of suffering a particular condition and enable us to focus on preventing ill health before it develops.

Information about you is collected from a number of sources including NHS Trusts, GP Federations and your GP Practice. A risk score is then arrived at through an analysis of your de-identified information. This can help us identify and offer you additional services to improve your health.

Risk-stratification data may also be used to improve local services and commission new services, where there is an identified need. In this area, risk stratification may be commissioned by the Integrated Care Board (ICB). Section 251 of the NHS Act 2006 provides a statutory legal basis to process data for risk stratification purposes. Further information about risk stratification is available

from: <https://www.england.nhs.uk/ig/risk-stratification/>

If you do not wish information about you to be included in any risk stratification programmes, please let us know. We can add a code to your records that will stop your information from being used for this purpose. Please be aware that this may limit the ability of healthcare professionals to identify if you have or are at risk of developing certain serious health conditions.

### **Safeguarding**

To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in circumstances where it's legally required for the safety of the individuals concerned.

### **Summary Care Record (SCR)**

The NHS in England uses a national electronic record called the Summary Care Record (SCR) to support patient care. It contains key information from your GP record. Your SCR provides authorised healthcare staff with faster, secure access to essential information about you in an emergency or when you need unplanned care, where such information would otherwise be unavailable.

Summary Care Records are there to improve the safety and quality of your care. SCR core information comprises your allergies, adverse reactions and medications. An SCR with additional information can also include reason for medication, vaccinations, significant diagnoses / problems, significant procedures, anticipatory care information and end of life care information. Additional information can only be added to your SCR with your agreement.

Please be aware that if you choose to opt-out of SCR, NHS healthcare staff caring for you outside of this surgery may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency. Your records will stay as they are now with information being shared by letter, email, fax or phone. If you wish to opt-out of having an SCR please let a member of staff know or return a completed opt-out form to the practice – downloadable at the following link: <https://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients>.

During the height of the COVID-19 pandemic, NHS Digital temporarily enabled 'Additional Information' within the SCRs to include; health problems (for example if someone is diabetic), details of any carers, treatment preferences and communication needs (for example if you have hearing difficulties or need an interpreter). It has been decided that these changes to the SCR will remain in place unless you decide otherwise.

### **Referrals for further care**

With your consent, your GP or Nurse may refer you to other healthcare services which provide specific care relating to your medical condition(s). In order to do so, your GP or Nurse would need to use your personal data and any relevant information from your medical record, within their referral, to send to the other healthcare organisations. Most NHS referrals are made via a secure electronic referral service called 'e-RS' (e-Referral Service). This service can only be accessed by approved NHS staff who have been granted access to the system in order to carry out their relevant job roles. This service is managed in Wiltshire by the Referral Management Centre at the Wiltshire ICB in Devizes. They will process all referrals directing them to the relevant hospitals, specialities, consultants etc.

### **Enhanced Access**

Enhanced Access is a Wiltshire-wide initiative where local practices are working together to offer increased availability of services and appointments in the evenings and the weekend. These appointments are available 18:30-20:00 Monday-Friday, and some on Saturdays, Sundays and bank



holidays. This collaboration by practices will ensure all patients in Wiltshire have this option, but this might mean you will be offered an appointment at another practice. You will need to give consent to use this service.

A patient may be seen by a practice (or primary care provider) other than their practice to access an Enhanced Access appointment. If so, their personal information may be shared with the practices (or primary care provider) delivering the Enhanced Access appointment for the primary purpose of delivering direct health care.

Where a patient attends an Enhanced Access appointment, their personal data may be shared with the [BSWICB](#) (Bath & North East Somerset, Swindon & Wiltshire Integrated Care Board), for the secondary purpose of assuring that the Enhanced Access services are being delivered, and being delivered in a safe, effective, and caring manner in line with the standards prescribed by the contract set out by the commissioner.

### **Supporting Medicines Management**

ICBs operate pharmacist and prescribing advice services to support local GP practices with prescribing queries, which may require identifiable information to be shared. These pharmacists work with your usual GP to provide advice on medicines and prescribing queries, and review prescribing of medicines to ensure that it is appropriate for your needs, safe and cost-effective. Where specialist prescribing support is required, the ICB medicines optimisation team may order medications on behalf of your GP Practice to support your care.

### **NHS Digital**

In order to comply with its legal obligations this practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012.

This practice contributes to national clinical audits and will send the data, which are required by NHS Digital when the law allows. This may include demographic data, such as date of birth and information about your health, which is recorded in coded form. For example, the clinical code for diabetes or high blood pressure.

### **Supporting Locally Commissioned Services**

ICBs support GP practices by auditing anonymised data to monitor locally commissioned services, measure prevalence and support data quality. The data does not include identifiable information and is used to support patient care and ensure providers are correctly paid for the services they provide.

### **GP Connect**

We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it, to support direct patients care, leading to improvements in both care and outcomes.

GP Connect is not used for any purpose other than direct care.

Authorised Clinicians such as GPs, NHS 111 Clinicians, Care Home Nurses (if you are in a Care Home), Secondary Care Trusts, Social Care Clinicians are able to access the GP records of the patients they are treating via a secure NHS Digital service called GP connect.

The NHS 111 service (and other services) will be able to book appointments for patients at GP practices and other local services. Further details about GP Connect are available here:

[GP Connect privacy notice - NHS Digital](#)

### **Data Retention**

We manage patient records in line with the [Records Management NHS Code of Practice for Health and Social Care](#) which sets the required standards of practice in the management of records for those who work within or under contract to NHS organisations in England, based on current legal requirements and professional best practice.

## 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
- Specialist Trusts
- GP Federations
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Pharmaceutical companies (regarding some specific prescription appliance ordering)
- Integrated Care Boards (previously Clinical Commissioning Groups)
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

We will never share your information outside of health partner organisations without your explicit consent unless there are exceptional circumstances such as when the health or safety of others is at risk, where the law requires it or to carry out a statutory function.

Within the health partner organisations (NHS and Specialist Trusts) and in relation to the above mentioned themes – Risk Stratification, Invoice Validation, Supporting Medicines Management, Summary Care Record – we will assume you are happy for your information to be shared unless you choose to opt-out (see below).

This means you will need to express an explicit wish to not have your information shared with the other organisations; otherwise it will be automatically shared. We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. There are occasions when we must pass on information, such as notification of new births, where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS), and where a formal court order has been issued. Our guiding principle is that we are holding your records in strictest confidence.

## National Data Opt-Out

The following text is taken from the 'Your Data Matters to the NHS' patient information leaflet: *'Your health and care information is used to improve your individual care. It is also used to help research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible, we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.'*

*Confidential patient information identifies you and says something about your health, care or treatment. You would expect this information to be kept private. Information that only identifies you, like your name and address is not considered confidential patient information and may still be used: for example to contact you if your GP practice is merging with another.*

*It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.*

*You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project. Your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.*

*You do not need to do anything if you are happy about how confidential patient information is used. If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service. You can change your choice at any time.'*

To find out more or to make your choice visit <https://www.nhs.uk/your-nhs-data-matters/>

Or call 0300 303 5678

### Access to your information

Under Data Protection Legislation everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data. If you want to access your data you must make the request in writing. Under special circumstances, some information may be withheld.

If you wish to have a copy of the information we hold about you, requests should be made in writing (e-mails also accepted) to the data controller who is the Practice Manager (please contact the practice for alternative methods of obtaining access if you are unable to make a request in writing). We would require you to include as much detail as possible relating to who you are, what information you require and between which dates the information is from so that we can process requests promptly. There is a request form available from reception if you would rather complete this. Under [GDPR](#), the practice will provide a copy of this information within one calendar month.

We may charge a reasonable fee for the administration, in circumstances where the request is deemed excessive, or if you request further copies of the same information.

### GP online services

Advances in technology mean you can now gain access to parts of your medical record online. GP online services are designed to benefit both patients and the practice by offering access to more services online. These services can then be accessed 24/7, when you need them, via a website or app. Available services include:

- Booking and cancelling of appointments
- Ordering of repeat prescriptions
- Viewing parts of your GP record (which includes allergies, immunisations, diagnoses, medication and test results).

The NHS app, which can be used on smartphone devices and can also be accessed via a web browser on a desktop or laptop computer, allows you to self-register for GP online services by providing identification documents without the need to visit the practice. This will allow you basic access, once your ID has been verified in the app, to appointment booking and repeat prescription requesting. Further access would need to be set up by practice staff on request by the patient.

If identity cannot be verified within the NHS app, it can be checked by staff in the practice. The reason for identity verification is to ensure that access to your medical record is being given to the correct patient. We would not allow anyone to have access to GP online services without appropriate identity

verification or vouching by a member of staff. All patients have the right to request access to their record areas online.

From November 2022, patients registering with, or who are already registered with, online services have been given access to their 'Prospective GP Records'. This means all future entries into their GP record, without the need to request this from their practice. Past entries into the medical record will not be made available and access to any such records would need to be requested separately by contacting the practice. As above, requests for online access to past medical records can take up to one calendar month to complete.

Further information about GP online services, how to register and what the NHS app can offer can be found at the following links:

<https://www.nhs.uk/using-the-nhs/nhs-services/gps/gp-online-services/>

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

[Guidance for patients and service users - Access to patient records via the NHS app](#)

### New technology systems at the practice

The COVID-19 pandemic forced the NHS and General Practice to adapt and find new ways of working in order to protect our staff and patients. As part of this process, we embraced new technologies available to us and implemented systems to help our practice team and patients.

#### SMS text messaging

SMS text messaging may be used by our clinical team to invite patients to send photographs or further information to aid their consultation and treatment of a patient. The practice team may also use text messaging to contact patients to update information on their record or as part of the invitation process for various campaigns and check-ups, for example; flu vaccinations, asthma and diabetic reviews or COVID-19 vaccinations. The practice may occasionally use text messaging to share relevant information with a patient or group of patients. Patients can, at any time, inform the practice if they do not wish to be contacted via text message and this will be updated on the patient's record.

#### Video consultations

Video consultations were used at the surgery during the initial stages of the COVID-19 pandemic to help manage patient requests for appointments remotely, where access in person at the surgery was not necessary.

We do not currently have access to a video consultation service.

~~Video consultations require patients to have a smartphone or computer available and to consent to our GPs sending them a text message, or email, which contains a link to join a secure video consultation. The video consultation is not recorded at any stage and the GP will document the observations and outcomes in your medical record as they do when you visit for a face-to-face consultation.~~

~~Non-identifiable usage data is collected, retained and processed by the system for service evaluation and improvement.~~

The system used for our SMS text messaging ~~and video consultations~~ is called [Accurx](#) and is used by many thousands of GP surgeries around the country.

#### Accurx 'Patient Triage'

We have introduced an Online Consultation service called Patient Triage, which is provided by [Accurx](#) who also provide our text messaging service at the surgery.

Patient Triage offers patients the ability to contact the practice via an online structured form, without the need to telephone or visit the practice in person. Patients can use the online form to submit administrative requests (for example a request for a Fit Note or to ask an admin-related question) or

alternatively they can ask for medical advice. Patients are advised that the service cannot, and should not, be used for urgent or emergency medical problems as submissions will not be read immediately by the practice and the practice will respond within 2 working days.

Patient Triage does not require patients to 'sign up' for an account to use the service. Patients simply complete the structured form, inputting their details, or alternatively can log in using an NHS login account (the same as the NHS app) in order to save time entering personal details. Patients are required to provide information about themselves and, when completing the medical request form, answer questions about current symptoms and what help they would like from the practice.

For more details about data security and how this data/information is used, please view the following link to Accurx's website which includes a link to their Privacy Notice:

<https://www accurx.com/security-for-patients>.

The Patient Triage online consultation service can be accessed via our [practice website](#).

### Change of Details

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

A 'change of contact details' form can be accessed [here, via our practice website](#).

### Mobile telephone number

If you provide us with your mobile phone number, this will be stored in your patient record and only used if we need to contact you regarding your care, an appointment you may have at the practice or important information regarding services at the practice.

### Notification

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

We are registered as a Data Controller and our registration can be viewed online in the public register at: [http://ico.org.uk/what\\_we\\_cover/register\\_of\\_data\\_controllers](http://ico.org.uk/what_we_cover/register_of_data_controllers)

Any changes to this notice will be published on our website and in a prominent area at the Practice.

### Complaints

If you have concerns or are unhappy about any of our services, please contact the Practice Manager.

For independent advice about data protection, privacy and data-sharing issues, you can contact:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Phone: 0303 123 1113 Website: [www.ico.gov.uk](http://www.ico.gov.uk)

### Further Information

Further information about the way in which the NHS uses personal information and your rights in that respect can be found here:

### **The NHS and Patient Data**

Read all about patient data and understanding what information the NHS hold, what it is used for and what choices you have.

<https://digital.nhs.uk/data-and-information/keeping-data-safe-and-benefitting-the-public>

### **The NHS Constitution**

The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights patients, the public and staff are entitled to. These rights cover how patients access health services, the quality of care you'll receive, the treatments and programmes available to you, confidentiality, information and your right to complain if things go wrong.

<https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

### **NHS Digital**

NHS Digital collects health information from the records health and social care providers keep about the care and treatment they give, to promote health or support improvements in the delivery of care services in England.

<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections>

### **Reviews of and Changes to our Privacy Notice**

We will keep our Privacy Notice under regular review. This notice was last reviewed fully in March 2024. Updates will be made between reviews, when required.

### **Data Controller**

The Partnership (Dr S. Popli and Mrs A. Popli), Jubilee Field Surgery, Yatton Keynell, Chippenham, SN14 7EJ, (01249) 782204

### **Data Protection Officer**

Laura North (Medvivo Group Ltd)

Tel: 0300 111 6432,

Email: [mg.gp-dpo@nhs.net](mailto:mg.gp-dpo@nhs.net)