WakefieldGPExtendedHoursService

PRIVACYNOTICE

**Howweuseyourpersonalinformation**

This fair processingnoticeexplainshowandwhytheGPExtended Hours Service(GPCareWakefield[[1]](#footnote-2))collects informationabout youandhowthat informationmay beused.

If youneedto access healthcareoutside of normal GPPracticeworkinghoursweneedtomakea recordofthat. Therecordsmaybeprocessed electronically,onpaper or amixtureof both,anda combinationofworkingpracticesand technologyare used to ensurethatyourinformationis keptconfidential andsecure, in line with NHS rules.

Records heldbyGPCareWakefield mayincludethefollowinginformation:

* Detailsaboutyousuchas addressandnext ofkin, legal representativeandemergencycontactdetails.
* Anycontactsthesurgeryhas hadwithyousuchasappointments,clinic visitsetc.
* Notesandreportsabout your health
* Detailsaboutyour treatmentandcare
* Resultsof investigations, such as laboratorytests, x-rays,etc.
* Relevantinformationfromother health professionals,relativesor thosewhocareforyou

Your records are used to facilitate the care you receive from GP Care Wakefield, which will help toprovideyouwiththe bestpossiblehealthcare.

**Wheredoestheinformationcomefromandwhatdowedowithit?**

Wecollectinformationfromyouwhenyoucall us forhelp. Wewillaskyousomequestionsandtheanswersyougiveus willbeenteredintoan electronic record.

Wewill onlyaccessyour existingGPpracticerecordifyousayweare able to and youwill be askedthis questionwhenwe firstspeaktoyouonthetelephone.

GPCareWakefieldcollectsandholds informationforthe solepurposeof providinghealthcareservicestoour patientsandwe willensurethatinformationiskept confidential. Wecandisclosepersonal informationif:

* It isrequired bylaw
* Youconsent–explicitly
* It isjustified inthepublicinterest

Whereweneedto analyseinformation forstatistical purposes, such asmanagingservicequalityanddemand, wetakestrict measurestoensurethatindividual patientscannotbeidentified.

Sometimesinformationaboutyoumayberequestedtobeused for research purposes, butthis will notbedonewithout yourexplicitconsent.

We may offer text message appointment reminders and also send links to friends and family questionnaires or other surveys relevant to your health related access of our service and these may be sent by text message or email.

**Howdowemaintaintheconfidentialityofyourrecords?**

Wearecommittedtoprotecting your privacyandwillonlyuseinformationcollectedlawfullyinaccordancewith:

* DataProtection Act1998andtheincomingGeneralDataProtectionRegulation.
* HumanRightsAct1998
* Common LawDutyofConfidentiality
* Health and SocialCare Act2012
* NHS Codesof Confidentiality, Information Securityand RecordsManagement
* Information:To ShareorNottoShare: The Information Governance Review

Everymemberofstaffwhoworksfor an NHSorganisationhas alegalobligationtokeepinformationaboutyou confidential.

Wewill onlyevershare informationaboutyouwith other staffandorganisations involvedin your care,wheretheyhave a genuineneedfor it. Wewillnotdiscloseyouridentifiable informationtoany other parties whoarenotinvolved in yourcareunless wehave your consentorwearerequired tobythe law.

**Whoareourpartnerorganisations?**

InordertoprovidetheGPExtended Hours Serviceweneedtoshareyour informationwith Local CareDirect, aSocial Enterprise who will providethe clinicianswhoyoumaymeetwith ifyouneed to attendafacetofaceappointment.

Wemayalsohavetoshareyour informationwith other organisations,subject tostrictagreementsonhowitwillbe used. The followingareexamplesofthe typesoforganisationsthatwemayneedtoshareinformationwith:

* NHS Trusts/FoundationTrusts
* GP’s and GP Federations
* Independent Contractors such as dentists,opticians,pharmacists
* PrivateandVoluntarySectorProviders
* AmbulanceTrusts
* NHS CommissioningSupportUnits andClinicalCommissioningGroups
* Social CareServices,LocalAuthorities andEducationServices
* NHS Digital
* Police,Judicial, FireandRescue Services
* Other‘data/information processors’duringspecific projectworke.g. DiabetesUK

Youwillbeinformed who your informationwillbesharedwithandin somecasesaskedfor explicitconsentfor thisto happen when this isrequired.

Wemayalsouseexternal companiestoprocess personal information,suchasforarchivingpurposes. Thesecompanies are boundby contractualagreementstoensureinformationiskeptconfidentialandsecure.

**Accesstopersonalinformation**

YouhavearightundertheDataProtectionAct1998toaccess,viewandobtaincopiesoftheinformationtheService holds aboutyou, andtohaveitamendedor removedshoulditbeinaccurate.

Inordertorequestthisyouneed tocomplete a Subject Access Request form and return it to Trinity Medical Centre – contact details below.

We are required to respond to you within 40 calendar days, and there may be a charge to have a printed copy of the information held about you.

**Objections/ Complaints**

Shouldyouhaveanyconcerns abouthowyour informationismanaged atthe GP Care Wakefield service, pleasecontactthe ServiceManager. Ifyouarestill unhappyfollowingareviewby theService,youhave the right to complainto theInformation Commissioners Office(ICO)via their website[(www.ico.org.uk).](http://www.ico.org.uk) Contact details for the GP Care Wakefield service manager and the ICO are detailed below.

If youare happyforyour informationtobeshared with usandusedfor thepurposesdescribedin this privacynoticethenyoudonot needtodoanything. Ifyouhaveanyconcernsabouthowyourinformation issharedthen pleasecontactthe service.

**YourRighttoWithdrawConsent**

If youdonotwantyourpersonal information thatyouprovidetoGPCareWakefield tobesharedwithyourGPpracticeyou needtoletus knowassoonaspossible.Wewillthenenterclinicalcodesinto yourelectronichealth recordsthatwillprevent informationleavingtheService.

If youwish toexercise yourrighttowithdrawconsent/opt-out,or tospeaktosomeonetounderstandwhatimpactor possible consequencesthismayhave,suchasdelays inreceivingcare, pleasecontactus attheaddressbelow.

**CallRecording**

All calls toandfrom the Service,incomingandoutgoing, arerecordedandkept for a minimum periodin line with the NHS record retention schedules[[2]](#footnote-3).

**ChangeofDetails**

It isimportantthatyoutellthe persontreating youorthe person youspeaktoonthetelephoneif anyof your details suchasyour nameoraddresshavechanged,or ifanyof your details suchasdateof birth is incorrectinorder forthis to beamended. Youhavea responsibilitytoinformusofanychangessothat our recordsareaccurateanduptodateforyou.

**Notification**

TheDataProtectionAct1998requiresorganisationstoregister anotificationwiththeInformationCommissionerto describethepurposesforwhichtheyprocesspersonal andsensitiveinformation.

This informationispubliclyavailableontheInformationCommissionersOfficewebsite-<http://ico.org.uk/what_we_cover/register_of_data_controllers>

Trinity Medical Centreisregistered with theInformationCommissionersOffice(ICO).**ZA269597**

**WhoistheDataController?**

TheData Controllerresponsible forkeepingyourinformationsecureandconfidential is**TrinityMedicalCentre.** The centrehoststheinformation management system for the whole of the GPExtended Hours Service whilst also providing some of the face to face clinicians whom you may see if you call the Service with a medical need. LocalCareDirectalso providesome of thefacetoface clinicians whom youmayseeifyoucall theServicewith amedical need.

**Contact details**

Shouldyouwant to get in touch with the service about how your information is used or managed pleasecontactthe Trinity Medical Centre Practice Manageratthefollowingaddress:

**TrinityMedicalCentre**

Thornhill Street, Wakefield WF1 1PG

Phone:01924784103

Website:[www.tmcwakefield.co.uk](http://www.tmcwakefield.co.uk)

If youwant to contact the InformationCommissionersOffice(ICO) you can do so using these details.

**TheInformationCommissioner**

WycliffeHouse, WaterLane, Wilmslow. Cheshire. SK95AF

Phone:084563060 60or016255457 45

Website: <https://ico.org.uk/>

1. GP Care Wakefield is an extended opening hours scheme run by the GP practices in Wakefield and district. The service is commissioned by NHS Wakefield and run by an alliance of local primary care providers; Trinity Medical Centre and Local Care Direct. You can find more information about the service from your GP practice [↑](#footnote-ref-2)
2. <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016> [↑](#footnote-ref-3)