How we use your information

Kingswinford Medical Practice | April 2025

This leaflet explains:

Why the Practice collects information about you and how it is used

Who we may share information with

Your right to see your health records and how we keep your records confidential

Why we collect information about you

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

These records may include:

Basic details about you, such as address, date of birth, next of kin

Contact we have had with you such as clinical visits

Details and records about your treatment and care

Results of x-rays, laboratory test etc.,

Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

discuss and agree with you what they are going to record about you

give you a copy of letters they are writing about you; and

show you what they have recorded about you, if you ask.

We will only store your information in identifiable form for as long as is necessary and in accordance with the NHS England's Rules found here: -

Records Management Code of Practice 20201 – NHSE (updated May 2024)

How your records are used

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, and

Work effectively with others providing you with care

Others may also need to use records about you to:

check the quality of care (such as clinical audit)

protect the health of the public

keep track of NHS spending

manage the health service

help investigate any concerns or complaints you or your family have about your health care

teach health workers; and

help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally confidential information for essential NHS purposes such as research and auditing. However, this information will only be used with your consent, unless the law requires us to pass on the information.

How we keep your records confidential

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

Provide information in a format that is accessible to you (i.e. in large type if you are partially sighted)

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 must 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

Who are our partner organisations?

We may share information with the following main partner organisations:

NHS England

Our Commissioners

NHS Trusts / Organisations (Hospitals, ICB's)

Ambulance Service

Social Services

PCN

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used,

With:

Education Services

Local Authorities

Voluntary Sector Providers

Private Sector

Anyone who receives information from us also has a legal duty to:

KEEP IT CONFIDENTIAL!

The legal part

You have a right to privacy under the UK General Data Protection Regulation 2016 (UK GDPR) and the Data Protection Act 2018. The Practice needs your personal, sensitive and confidential data in order perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services in compliance with Article 9, (h) of the GDPR.

You have the right to ask for a copy of all records about you.

Your request should be made to the practice holding your information

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.)

To access your record contact our Docflow team via telephone (01384 271241 option 3) or letter

If you think anything is inaccurate or incorrect, please inform the Practice as soon as possible. For other rights about the use of your information please see our website.

The Practice Data Protection Officer is Paul Couldrey PCIG Consulting Ltd, and is available via email: Couldrey@me.com Tel: 07525 623939

If you believe the practice has breached any of your Data Protection Rights.

You have a right to complain to the UK supervisory Authority as below.

Information Commissioner:

Wycliffe house

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 01625 545745

https://ico.org.uk/