**Updated 01.10.2023**

**GRAND DRIVE SURGERY**

**Part of South West London ICB**

**PRIVACY NOTICE**

This privacy notice explains why Grand Drive Surgery collects information about you, how we keep it safe and confidential and how that information may be used.

* **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.

We collect and hold data for the sole purpose of providing services to our patients. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and / or digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive 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. These records help to provide you with the best possible healthcare. Records which we hold about you may include the following:

* Details about you, such as your address and next of kin, emergency contacts.
* Your home telephone number, mobile number, work telephone number, email address
* Any contact the Surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments etc.
* Notes and reports about your health, treatment and care
* Results of investigations such as blood tests, X-rays etc.
* Relevant information from other health professionals, relatives or those who care for you.
* **How we keep your information safe:**

Your GP notes are kept electronically. Our GP database is hosted by EMIS health Ltd, who act as a data processor, and all information is stored on their secure servers in Leeds. This is protected by appropriate security, and access is restricted to authorised personnel. We also make sure that 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 maintain our duty of confidentiality to you always. We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

* **How we use information about you:**

Confidential patient data will be shared within a healthcare team at the practice including nursing staff, Physician Associates, Practice Managers, the Medical Secretary, administrative staff and receptionists, and with other healthcare professionals to whom a patient is referred. Your records are also available to view by Clinicians at our PCN partner Practice, the Nelson Medical Practice, if you’ve booked an extended hours appointment with one of their Clinicians. This information is only available to view for the duration of your appointment.

All the individuals above have a professional and contractual duty of confidentiality.

* **Referrals for health care purposes:**

We sometimes provide your information to other organisations for them to provide you with medical services. We will always inform you when a referral is being made and you have the right not to be referred.

* **Data Sharing Schemes:**
* A number of data sharing schemes are active locally, enabling healthcare professionals outside the Surgery to view information from your GP record, should the need arise. These schemes are as follows:
* The National Summary Care Record (SCR)
* EMIS Web data streaming (A&E & Merton GO Hubs and GP Out of hours)

If you choose to opt out of these schemes please advise the Practice Manager, Barbara Young writing.

* **Mandatory disclosure of information:**

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information is essential to serve legal purposes will be disclosed. That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required. Organisations that we are sometimes obliged to release information to include:

* NHS Digital ( National Diabetes Audit)
* CQC ( Care Quality Commission)
* DVLA
* HMRC
* NHS Counter fraud
* Police
* The Courts
* Public Health England
* Local Authorities ( Social Services)
* The Health Service Ombudsman
* **COVID-19 Public Health Directions May 2020**

NHS Digital legal power to collect the data is provided under COVID – 19 Public Health Directions and the data will be collected and managed in accordance with NHS Digitals strict information governance and security protocols. The data collection will continue until 30th September 2020 and will be reviewed before then. If there is a continued need for the data for COVID-19 purposes it will continue with six monthly reviews until the expiry of the Direction which is currently 31st March 2022.

* **Permissive disclosure of information:**

Only with your explicit consent, can Grand Drive Surgery release information about you from your GP record to the following:

* Your employer
* Insurance companies
* Solicitors
* **Your right to opt-out of sharing your information:**

You have the right to opt-out of sharing your information. If this is your wish then please write to the Operations Manager, Michelle Williamson so that your records can be noted.

* **Complaints:**

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

**South West Merton Primary Care Network - The Nelson Medical Practice and Grand Drive Surgery - In relation to our Mental Health Practitioner**

The purpose of the Mental Health Practitioner is to provide direct care to patients in terms for their mental health who have been referred by a GP or another allied healthcare professional working in General Practice at either The Nelson Medical Practice or Grand Drive Surgery known collaboratively as South West Merton Primary Care Network. This role is shared and on occasions the Mental Health Practitioner may be working out of the Wimbledon Guild, Guild House 30 - 32 Worple Road, London SW19 4EF. The Wimbledon Guild is a registered charity , number 200424 . They are a community charity offering practical help and support to the local community. The Mental Health Practitioner will work there two mornings a week offering telephone consultations and on occasions face to face consultations with patients. No data is shared with the Wimbledon Guild, it is purely an accommodation sharing agreement to enhance joint working across the PCN which may enable easier access to other services which may be appropriate. It is not expected that the Mental Health Practitioner would consult with patients who are physically unwell, however mandatory training has been completed and the Practitioner is familiar with Practice policies on how to manage emergencies.

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

Website: [www.ico.gov.uk](http://www.ico.gov.uk) October 2023