**Quay Lane Surgery**

**Privacy Notice for General Practice**

**What is a Privacy Notice?**

A Privacy Notice (or ‘Fair Processing Notice’) is an explanation of what information the Practice collects on patients and how it is used. Being transparent and providing clear information to patients about how a Practice uses their personal data is an essential requirement of the **Data Protection Act 1998**.

**How we use your personal information**

This Privacy Notice (Fair Processing Notice) explains why Quay Lane Surgery collects information about you and how that information may be used.

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. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may 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. Records which Quay Lane Surgery hold about you may include the following information:

• Details about you, such as your address, carer, legal representative, emergency contact details

• 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

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. Information may be used within Quay Lane Surgery for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

**Risk Stratification**

Risk stratification data tools are increasingly being used in the NHS to help determine a person’s risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by EMIS, and is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

**Medicines Management**

Quay Lane Surgery may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided to practices within East Cornwall and Kernow Integrated Care Board.

**How do we maintain the confidentiality of your records?**

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

• Data Protection Act 1998

• Human Rights Act 1998

• Common Law Duty of Confidentiality

• Health and Social Care Act 2012

• NHS Codes of Confidentiality, Information Security and Records Management Information: To Share or Not to Share Review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if 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 (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott’s information sharing review (Information to share or not to share) where “The duty to share information can be as important as the duty to protect patient confidentiality.” This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

**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 / Foundation Trusts (District Nurses, MacMillan Nurses etc)
* GP’s
* Out Of Hours, 111, Ambulance
* NHS Commissioning Support Units
* Independent Contractors such as dentists, opticians, pharmacists
* Private Sector Providers
* Voluntary Sector Providers
* Ambulance Trusts
* Clinical Commissioning Groups
* Social Care Services
* Health and Social Care Information Centre (HSCIC)
* Local Authorities
* Police & Judicial Services
* LIVI GP Video Consultations
* Voluntary Sector Providers
* Private Sector Providers
* Research Study Teams
* Other ‘data processors’ which you will be informed of
* CHIS (Child Health Information Service for the South West)
* Devon and Cornwall Care Record
* GP Connect
* NHS App

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

**Access to personal information**

You have a right under the **Data Protection Act 2018** to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

• Your request must be made in writing to the GP – for information from the hospital you should write direct to them

• There may be a charge to have a printed copy of the information held about you

• We are required to respond to you within 1 month

• You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

If you would like to make a ‘subject access request’, please contact the practice manager in writing. There may be a charge for this service for subsequent requests. Any charges to this notice will be published on our website and on the practice noticeboard.

**Objections / Complaints**

Should you have any concerns about how your information is managed at Quay Lane Surgery please contact the Practice Manager. If you are still unhappy following a review by the practice you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

**Mobile Telephone**

If you provide us with your mobile phone number we may use this to send you reminders about any appointments or other health screening information being carried out. We may also use this number to ask you to contact the surgery for appointment cancellations, reminders etc.

**Cookies**

You can be assured that MySurgeryWebsite does not use cookies to track your activity online.

My Surgery Website Limited does not set first party cookies on this website containing any personal data unless specifically instructed to do so by the user. For example, if a user requested to be remembered on a form then a cookie is set to retain the form data for next time.

The Web Site uses third-party Cookies to collect anonymous traffic data about your use of this website. This information is stored by Google and subject to their privacy policy, which can be viewed here: <http://ww.google.com/privacy.html>. Google Analytics collects information such as pages you visit on this site, the browser and operating system you use and time spent viewing pages. The purpose of this information is to help us improve the site for future visitors. These cookies are not used to track you or your activity but if you do not wish these cookies to be stored by our computer, disable cookies in your browser settings.

You may delete Cookies at any time. See the help in your internet browser to find out how to delete your cookies.

**Change of Details**

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

**Notification**

The **Data Protection Act 2018** requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

The practice is registered with the Information Commissioners Office (ICO).

This information is publicly available on the Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)

**Who is the Data Controller?**

The Data Controller, responsible for keeping your information secure and confidential is Umar Sabat. Any changes to this notice will be published on our website and displayed in prominent places in the surgery.

Data Protection Officer – Umar Sabat

Email: cioicb.dpo@nhs.net / 07894 826 037

IG Health, 71 – 75 Shelton Street, London, WC2H 9JQ, UK

**Further Information**

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

* The NHS Care Record Guarantee: <http://www.nigb.nhs.uk/pubs/nhscrg.pdf>
* The NHS Constitution: <https://www.gov.uk/government/publications//the-nhs-constitution-for-england>
* NHS Digital’s Guide to Confidentiality in Health & Social Care gives more information on the rules around information sharing:
* <http://content.digital.nhs.uk/article/4749/Assuring-information>

NHS England – Better Data, Informed Commissioning, Driving Improves Outcomes: Clinical Data Sets provides further information about the data flowing within the NHS to support commissioning.

Please visit the NHS Digital website for further information about their work.

**Complaints**

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address:

Quay Lane Surgery, Old Quay Lane, St. Germans, Cornwall PL12 5LH

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk), casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745

Reviewed: August 2025