

Summary Care Records

Unless you have opted out, every patient of this Practice now has a summary care record. This shows basic information to other NHS staff about your current prescriptions and any allergies. You can ask us to put more detail to this record if you wish—just speak to a receptionist.

Your Care Connected

This is a scheme similar to Summary Care Records, but the information available to hospital consultants is more detailed. You can find out more by visiting <https://midlandsiyourcareconnected.nhs>.

We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g. large type if you are partially sighted)
- Keep your records for 10 years after death unless you transfer to another surgery

There are staff within the Practice that hold special responsibilities concerning security of your data, confidentiality and privacy
Phillippa Holroyd —Practice Manager is also the Cadlicott Guardian, and data controller for the Practice, whilst Hampton Surgery itself is your data processor. If you need any further information, please contact the Practice Manager.

We hope you will not have cause to complain, but if you do, you can either use the Practice's complaint process, or contact the Information Commissioners Office visit www.ico.org.uk for further information

You have the right to access your medical records at any time. We would suggest in the first place, applying for an online GP account by completing the form available at reception, alternatively you can visit our website . If you would prefer not to do this, or there is more information you need than what you can see with an online account, please ask a receptionist for the Subject Access Data request form, you will need to provide identification

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HAMPTON
SURGERY

Protecting and Using Patient Information



Why do we collect information about you?

Your Doctor and the team of health professionals caring for you keep records about your health, any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down in paper records or stored electronically on a computer.

● These records may include:

- ☑ Personal details such as name, address, date of birth and legal representative etc
- ☑ Contact others have with you such as out-patient clinics
- ☑ Notes and reports about your health
- ☑ Details and records about your treatment and results of x-rays, laboratory tests and any other tests
- ☑ Relevant information from people who care for you and know you well such as health professional and relatives

We will share this information with other professional colleagues such as hospital, community team or social services.

Anyone who receives information from us is also under a legal duty to keep it confidential. Sometimes the law requires us to pass on information, but in these circumstances we would ask to you agree to this first. However, we can disclose personal information about a patient if it is in the interest of either that person or the general public for example, on a missing person.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.

Everyone working in this Practice from doctors to administrative staff has a legal duty to keep information about you confidential.

Your relatives, carers or friends can only be kept up to date with your medical history or treatment if you agree. Children under the age of 16 are usually classed as minors and therefore information regarding their care is shared with their parents, unless they are thought to be able to understand their own treatment and condition.

We will sometimes use the clinical information we hold about you to run a risk assessment—this might be for example, to assess your risk of a stroke or heart attack. The result of this risk assessment will never be the only element your doctor considers when formulating a treatment plan for you.

If you feel we hold incorrect information on your records, you have a right to ask us to review. We are usually not allowed to delete entries from medical records, but we can add your comments.



Please note - all our telephone calls are recorded to protect your interests.

The main reasons for which your information may be needed are:-

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- *Giving you health care and treatment
- *Looking after the health of the general public
- *Managing and planning NHS services
- *Investigating complaints or legal claims
- *Helping staff to review the care they provide to make sure it is of the highest standard
- *Sharing information with others involved in your care
- *Training and educating staff
- *Research and NHS planning—from 25th May 2018, you have a right to opt out of having your personal data used for this purpose, search NHS National Data Opt out on the web, or ask at reception for further information
- *For performance reviews of this Practice. We have set targets which are reviewed annually.

Patient records are viewed by external assessors such as the Care Quality Commission inspectors to ensure we are achieving targets and quality standards. You can ask for your records **NOT** to be used for this purpose.

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