

PITCAIRN PRACTICE

Leuchars & Balmullo

PRIVACY NOTICE

Pitcairn Practice aims to provide the highest standard of medical care for our patients. In order to do this we maintain records about you, your health and the care we and others provide or have provided for you.

This information comes from a variety of sources, e.g. yourself, records of consultations with doctors and other health staff who have been involved with your care and results of tests and investigations. The practice may hold your data on paper, electronically or a combination of the two.

This document will help to describe the information we gather about you and what we do with it.

Our legal basis for using personal information

- for the provision of healthcare;
- in the interests of public health;
- to protect the vital interests of an individual or the public;

Information we might hold

- personal identifiable information such as your name, address and date of birth;
- information about next of kin, carer etc;
- any contact the practice has had with you such as appointments and clinical notes etc;
- results of investigations such as x-rays and laboratory tests etc.;
- details of your treatment and care;
- notes and reports about your health;
- information from other health professionals, relatives or those who care for you.

How we use your personal information

- to make diagnoses and informed decisions about the best available treatment for you;
- to ensure your care is safe and effective;
- to work with others providing you with care.

We may also use your information for the following purposes:

- auditing – we use patient health information to review and improve the quality of health care.
- planning the services the practice provides;
- training and educating staff;

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Marie Ferguson, Practice Manager

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- investigating complaints, concerns or legal claims;
- research;
- to enable the NHS make accurate payment to the practice for the work the practice carries out;
- preparing statistics regarding prevalence of disease which helps the NHS with planning services.

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 admission to hospital or re-admission to hospital and identifying a need for preventative intervention. Information is collected about you from a number of sources within the NHS including this practice. A risk score is then calculated from your anonymised data and is provided to the practice as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of illness.

Medicines Management

The practice may conduct Medicines Management Reviews of medications prescribed to patients. This service performs a review of prescribed medications to ensure patients are provided with the most appropriate, up to date and cost effective treatments. Most of this work is carried out by the NHS Fife Pharmacy Team.

Sharing and disclosure of information

The practice is committed to maintain confidentiality and will only share your information with people who need it to contribute to your care. We will not share your information with a third party without your consent unless in exceptional circumstances (e.g. life or death situations) or where the law requires us to or if it is necessary to protect you or the wider public. The sharing of information will be proportionate, relevant and within the law.

Partner Organisations we may share your information with:

- NHS hospitals;
- Relevant GP Practices;
- Independent Contractors such as Dentists, Opticians and Pharmacies;
- Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS);
- Scottish Ambulance Service;
- Specialist Services such as Physiotherapists and Podiatrists;
- Health and Social Care Partnership;
- Out of Hours GP Service;

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- NHS Scotland;
- Voluntary Sector Providers who are directly involved in your care;
- Police and Judicial Services;
- Local Authorities;
- Education Services.

How we protect personal data

We take care to ensure your personal information is only available to people who have a genuine need for it and will only use your information in a lawful manner. All staff working within the NHS have a legal obligation to keep information about you secure and confidential.

Staff receive training on data protection and confidentiality. Practice employees have a contractual obligation to maintain confidentiality and keep your information secure.

Computer systems are password protected and access is set at a level required by the role the staff member fulfils in the practice.

We will not normally disclose information about you to family members, friends or colleagues unless we have your consent to do so.

Transferring personal information abroad

Whilst we do not routinely transfer personal information abroad, it is acknowledged there are times when it is necessary, e.g. if you fall ill while abroad or move to another country to live. We will seek your informed consent to do this, unless you are too unwell to provide this and the information requested is required to enable appropriate medical treatment to be provided.

Retention periods of the information we hold

The practice will retain information about you only for as long as is necessary for the purpose for which it was gathered e.g. records of consultations, treatment and results of investigations will be retained for as long as you are a patient. Some information such as reports for insurance companies are kept for six months then destroyed.

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Your rights

You have a number of data protection rights with the practice:

The right to be informed

Pitcairn Practice must advise you of how your data may be used. This Privacy Notice sets out some of the ways we use data. Further information may be given in discussion about your care. If you have any questions about how the practice uses your data, please contact the Practice Manager.

The right of access

You have the right to find out what information is held about you in our records. If you wish to see your information:

- you must make a request in writing to the Practice Manager;
- the practice is obliged to respond to you within one month. This period may be extended by a further two months where requests are complex or numerous. If this is the case, the practice will inform you within one month of receipt of your request and provide an explanation of why the extra time is needed;
- we must provide this information to you free of charge, although if your request is considered unfounded or excessive, we may charge a reasonable fee. We may also make a charge for further copies of the same information;
- the practice will ask you to provide sufficient information to enable us to identify you to ensure we provide information from the correct record. We will also ask you to bring two forms of ID such as a passport or photo driving licence and a utility or council tax bill.

The right to object

You have the right to say if you do not want your personal health information to be used or shared in certain ways. For example you may not wish your data to be used for audit, or for your information to be shared with the out of hours and ambulance service. If this is the case, please write to the Practice Manager to request that your information is not used. However, the practice may still be obliged to share your information in certain circumstances such as if the law says it must or to protect the vital interest of the individual or public.

The right to rectification

It is your right to have incomplete or inaccurate personal information corrected. However, if it is the case that you do not agree with a diagnosis or clinical opinion but the information

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is correct the practice will record in your notes that you do not agree with the particular piece of information.

The right to complain

If you are unhappy with the way in which the practice deals with your personal information, you can write to the Practice Manager. You may also complain to the Information Commissioner (ICO). You will find information on how to do this on their website at <https://ico.org.uk/>

There are other rights under data protection law which only apply in certain circumstances. Information can be found on the Information Commissioner's website <https://ico.org.uk/>

Privacy notice

The practice will keep this Privacy Notice under review. The next review will be in May 2021.

Change of details

Please inform the practice of any change to your name, address and telephone number so we can keep your records accurate and up to date.

Data Controller

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