

Probus Surgical Centre

## Probus Surgical Centre

### PRIVACY NOTICE FOR PATIENTS

#### What is a Privacy Notice?

A Privacy Notice (or 'Fair Processing Notice') is an explanation of what information an organisation collects on patients, and how it is used and shared. Being transparent and providing clear information to patients about how an organisation uses their personal data is an essential requirement of the Data Protection Act 1998 and General Data Protection Regulations 2018.

This privacy notice is issued by Probus Surgical Centre as a healthcare provider and covers the information we hold about our patients and other individuals that may use our services.

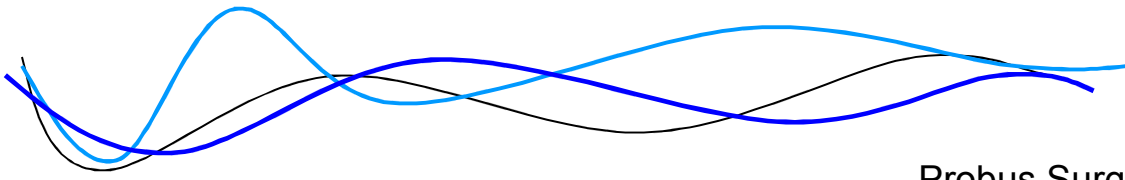
#### Why have we issued this privacy notice for our patients and service users?

By issuing this privacy notice, we demonstrate our commitment to openness and accountability. We recognise the importance of protecting personal and confidential information in all that we do, and take care to meet our legal and other duties, including compliance with the following:

- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012, 2015
- NHS Codes of Confidentiality and Information Security
- Access to Health Records Act 1990
- Computer Misuse Act 1990
- NHS Care Records Guarantee for England
- Records Management Code of Practice
- Accessible Information Standards
- General Data Protection Regulations 2018

#### How do we collect your information?

Your information could be collected in a number of different ways. This might be from a referral made by your GP or another healthcare professional you have seen, or perhaps directly from you - in person, over the telephone or on a form you have completed.



## What information do we collect?

As a healthcare provider we collect different types of patient information which we hold securely and confidentially for the purpose of your health. The information that we collect about you may include details such as:

- Your full name, address, telephone, email and date of birth
- Your next of kin contact details
- Any contact we have had with you through referrals, appointments and attendances
- Medical test results, symptoms and diagnosis
- Details and records of treatment and care you have received, notes and reports about your health, including clinic and operational visits and medicines administered
- Patient experience feedback and treatment outcome information, you provide

We may also collect other information about you, such as your sexuality, race or ethnic origin, religious or other beliefs, and whether you have a disability or require any additional support with appointments (like an interpreter or advocate).

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.

If you provide us with your mobile phone number we may use this to send you reminders about any appointments or contact you regarding any procedures that you may be having.

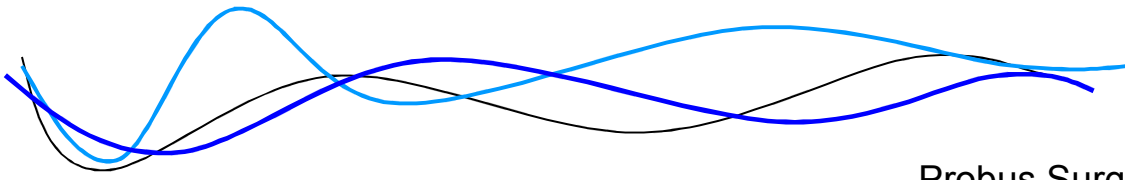
## Why do we collect your information?

We collect personal and confidential information about you to support with the delivery of appropriate healthcare and treatment. In order to provide you with high quality care, we must keep records about you, your health and the care that we provide, or plan to provide to you. It is important for us to have a complete picture as this information enables us to provide the right care to meet your individual needs.

## How do we use your information and why is this important?

The information we hold about you helps us to:

- Provide a good basis for all health decisions made by you and your healthcare professional
- Make sure your care is safe and effective
- Work with others providing that may be involved in your care



## Probus Surgical Centre

Other ways we may use your information is to:

- We analyse how visitors use our website to improve services;
- Assess the quality of care we give to you;
- Protect health of the general public;
- Monitor NHS spending;
- Help investigate any concerns or complaints you or your family may have about your healthcare;
- Report infectious diseases;
- Accounts and auditing;
- Secure clinical funding from you GP and the Clinical Commissioning Group
- Report fraudulent claims for NHS treatment

The **Health and Social Care Act 2012** changed the way that personal confidential data is processed, therefore it is important that our patients are aware of and understand these changes, and that you have an opportunity to object and know how to do so.

Probus Surgical Centre collects and holds data for the sole purpose of providing healthcare services to our patients and we will ensure that the information is kept confidential. However, we can disclose personal information if:

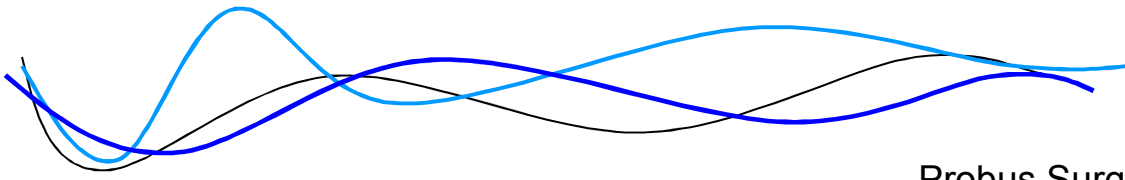
- It is required by law
- You provide consent - either implicitly or for the sake of their own care, or explicitly for other purposes
- It is justified to be in the public interest

Information may be used for **clinical audit** purposes to monitor the quality of service provided and may be held centrally and used for statistical purposes. Where we do this, we ensure that patient records cannot be identified.

### How do we keep your information safe and maintain confidentiality?

Probus Surgical Centre are committed to protecting your privacy and will only use your personal information to administer your healthcare and to provide the products and services you have requested from us. All information is collected lawfully in accordance with the Data Protection Act 1998, General Data Protection Regulations 2018 (which is overseen by the Information Commissioner's Office), Human Rights Act, the Common Law Duty of Confidentiality, and the NHS Codes of Confidentiality and Security. Every staff member who works for an NHS organisation has a legal obligation to maintain the confidentiality of patient information.

Your information may be stored within electronic or paper records, or a combination of both. All our records are restricted so that only those individuals who have a need to know the information can get access. This might be through the use of technology or other environmental safeguards.



## Probus Surgical Centre

Every organisation has a senior person that is responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the the Caldicott Guardian and Data Controller and this role sits with Dr Simon Purchas within Probus Surgical Centre.

All of our staff receive appropriate and regular training to ensure they are aware of their personal responsibilities and have legal and contractual obligations to uphold confidentiality, enforceable through disciplinary procedures.

Probus Surgical Centre is registered as a data controller under the Data Protection Act 1998. The registration number is **Z2802557** and can be viewed online in the public register at <http://www.ico.gov.uk/>

### Do we share your information with anyone else?

Probus Surgical Centre works closely with many organisations to provide you the best possible care. This means that with your consent, where this is beneficial to your health or in your vital interests your information will be shared with organisations which include the following:

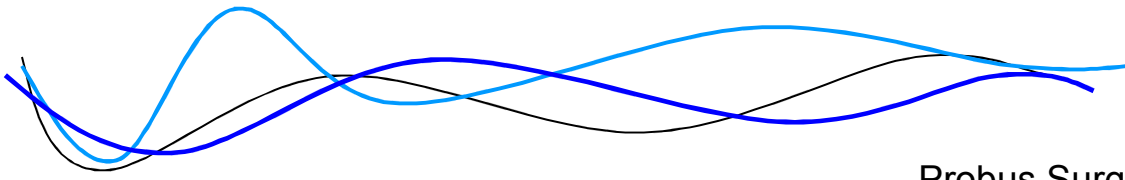
- Your acute GP
- Acute and Community Trust's providing diagnostic services
- Clinical Commissioning Groups responsible for the management of your local NHS budget

However, any sharing of information will always be governed by specific rules and laws. You may be contacted by any one of these organisations for a specific reason, and they will have a duty of telling you why they have contacted you.

If you have received treatment within the NHS your personal information may be shared within a strictly monitored, secure and confidential environment in order to determine which Clinical Commissioning Group should pay for the treatment or procedure you have received.

Information such as your name, address and date of treatment may be passed on to enable the billing process - these details are held in a secure environment and kept confidential. This information will only be used to validate invoices, and will not be shared for any further commissioning purposes.

We outsource some IT support services to external organisations. These companies are based within the UK and all services are provided under specific contractual terms, which are compliant with UK data protection legislation. Only organisations with a legitimate requirement will have access to your information and only under strict controls and rules.



## Probus Surgical Centre

*We will not sell your information for any purpose, and will not provide third parties with your information for the purpose of marketing or sales.*

### **Do you have the right to withhold or withdraw your consent for information sharing?**

Should you have any concerns about how your information is managed or wish to opt out of any data collection at Probus Surgical Centre, please contact us on 01726 885104 to discuss how the disclosure of your personal information can be limited. Patients also have the right to change their minds and reverse a previous decision.

### **How can you get access to the information that we hold about you?**

Under the terms of the Data Protection Act 1998 and the General Data Protection Regulations 2018, you have the right to request access/view the information that we hold about you and to have it amended or removed should it be inaccurate. This is known as 'the right of subject access'.

If we do hold information about you as a patient you have the right to:

- Restrict or object to the use of your data in certain circumstances
- Ask Probus Surgical Centre for a copy of all your medical records held in paper and electronic format which we will provide free of charge
- Ensure that accurate information is held by you by Probus Surgical Centre
- Know how long your information will be stored before destruction, however, we will only keep your personal information as long as necessary and in accordance with UK law.

If you would like to make a 'subject access request', report a concern or inaccuracy within your record or would like to restrict who your medical data is shared with, please contact the senior surgical manager in writing.

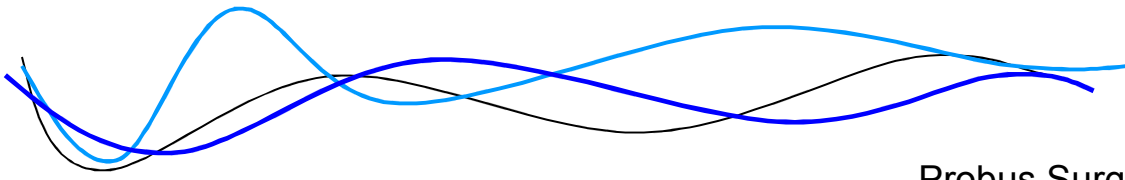
A copy of this privacy notice is also available via our public website:

<http://probussurgicalcentre.co.uk/>

### **How can you contact us with queries or concerns about this privacy notice?**

If you have any queries or concerns regarding the information that we hold about you or you have a question regarding this privacy notice, please contact the senior surgical manager on 01726 885104

If you would like to seek advice or report a concern directly to the data protection and privacy and electronic regulator please find the contact details below:



## Probus Surgical Centre

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline: 0303 123 1113

### Probus Surgical Centre Website

*You can be assured that the Probus Surgical Centre Website does not use cookies to track your activity online.*

Probus Surgery 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 requests 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://www.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 on your computer, disable cookies in your browser settings.**

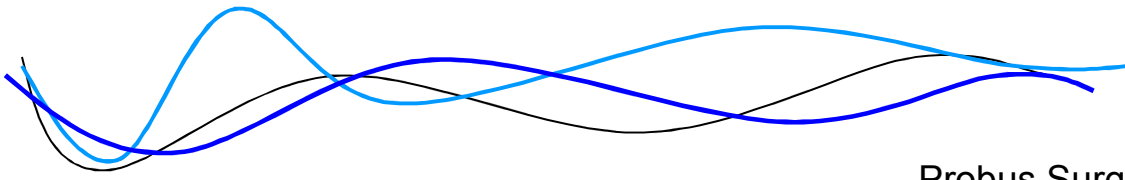
You may delete Cookies at any time. See the help in your internet browser to find out how to delete your cookies.

### 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/4979/Assuring-information>

An independent review of information about patients is shared across the health and care system led by Dame Fiona Caldicott was conducted in 2012. The report, **Information: To share or not to share? The Information Governance Review**, be found at: <https://www.gov.uk/government/publications/the-information-governance-review>



## Probus Surgical Centre

[NHS England – Better Data, Informed Commissioning, Driving Improved 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. Information about their responsibility for collecting data from across the health and social care system can be found.

The Information Commissioner's Office is the Regulator for the Data Protection Act 1998 and offer independent advice and guidance on the law and personal data, including your rights and how to access your personal information. For further information please visit the [www.ico.gov.uk](http://www.ico.gov.uk)