

Access your records

You have a right to access the information we hold about you. The easiest way to do this is via our Online Service. If you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and an application form for our online services [if you do not have an account] and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

Communicating privacy information

The practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration. Please ask if you wish to have a copy of this information.

NHS Digital is a data controller and has a legal duty, in line with the Data Protection Act 1998, to explain why it is using patient data and what data is being used. Similarly, Dr Virmani & Dr Bedi has a duty to advise patients of the purpose of personal data and the methods by which patient personal data will be processed.

Notification

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk. The practice is registered with the Information Commissioners Office (ICO).

Complaints

Should you have any concerns about how your information is managed by the Practice please contact the Practice Manager at the following address: *Dr S Virmani & Dr G Bedi, Whitwick Health Centre, North Street, Whitwick, Leics, LE67 5HX*

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, casework@ico.org.uk, Telephone: 0303 123 1113 (local rate) or 01625 545 745



NHS

Dr. Virmani & Dr. Bedi

PRIVACY INFORMATION LEAFLET



Whitwick
Health Centre

01530 838866

www.whitwickhealthcentre.co.uk

Data Controller: Dr Sumit Virmani

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, WIC, 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.

For the purposes of the General Data Protection Regulations data controller details are listed below:

Data Controller: Dr Virmani & Dr Bedi, Whitwick Health Centre, North Street, Whitwick, Leicestershire, LE12 5HX

Data Protection Officer: Mr J Cooke, NWL GP Federation

Data Subject: Patients registered with Dr Virmani & Dr Bedi

Personal Data that is processed:

- 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

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Data-link or others when the law allows.

Confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Risk Stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice Validation

Your information may be shared if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

OPT OUT

Patients who wish to opt out of data collection should contact reception to register a Type 1 opt-out; this is an objection that prevents an individual's personal, confidential information from being shared outside this practice, except when it is being used for the purposes of direct care, or in particular circumstances required by law, such as a public health emergency like an outbreak of pandemic disease.

NHS Digital collects information from a range of places where people receive care. If a patient does not want personal, confidential information to be shared beyond NHS Digital, for purposes other than for their direct care, they can register a **Type 2 opt-out at this practice.**