

Sharing data

All health and adult social care organisations are required to share information about patients with each other, by law; this is to improve the care delivered to the patient. An additional requirement is that the patient's NHS number is used as the unique identifier when sharing any information or data.

Your information may be shared if you have received treatment, to determine which Integrated Care Board (ICB) 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.

Accessing your full records

You have a right to access the information we hold about you, and 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 you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Questions

If you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact us via email– lscicb-mb.a82026@nhs.net
2. Write to the Data Protection Lead, at The James Cochrane Practice, Helme Chase Surgery, Burton Road, Kendal, LA9 7HR
3. Ask to speak to the Practice Business Manager.

Contact Details

Main Address:

**Helme Chase Surgery,
Burton Road,
Kendal, Cumbria, LA9 7HR**

Branch Address:

**Maude Street Surgery,
Maude Street, Kendal, Cumbria, LA9
4QE**

VAT Registration Number: 878 6795 35



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The James Cochrane Practice

Privacy Information Leaflet

We will ensure that patients are informed about how the information we hold is processed and shared. All information will be processed lawfully and fairly, in accordance with the DPA 1998.

What is the GDPR?

The General Data Protection Regulation (GDPR) replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. To ensure compliance with the GDPR, we must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

Our privacy notice and how we communicate this with you

We have a legal duty to explain how we use any personal information we collect about you as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in paper and electronic format.

The practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

Changes to our policy

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes.

Confidentiality

We are committed to maintaining your confidentiality and protecting the information we hold about you. We adhere to the Data Protection Act (DPA 1998), NHS Codes of Confidentiality and Security, and guidance issued by the Information Governance

How do we use your information?

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 Datalink and QResearch or others when the law allows.

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, including The James Cochrane Practice; 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.

Opting Out

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.