

Changes to our policy

We regularly review our privacy policy and any updates will be published on our website and in our newsletter. Posters will also be updated 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 Commissioner's Office.

Questions

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

1. Contact us via email– Info@gp.nhs.net
2. Write to the Data Controller, at The James Cochrane Practice, Helme Chase surgery, Burton Road, Kendal, LA9 7HR
3. Ask to speak to the Practice Business Manager, Mr Adrian Eglington or Practice Operations Manager Mrs Emma Turner.

The practice's privacy policy is also available on our website.

May 2018

Main Address: Helme Chase Surgery, Burton Road, Kendal, Cumbria, LA9 7HR
Branch Address: Maude Street Surgery, Maude Street, Kendal, Cumbria, LA9 4QE
Tel: 01539 718080 |

www.jamescochranepractice.co.uk |

Fax: 01539 718077

VAT Registration Number: 878 6795 35

This surgery is within the Morecambe Bay Clinical Commissioning Group area



The James Cochrane
Practice

GENERAL DATA PROTECTION REGULATION

Patient information leaflet

*Together we make a difference
Every person matters*





Privacy notice

The James Cochrane Practice has 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.

Information we collect

We will collect information such as personal details, including name, address, next of kin, records of appointments, telephone calls, your health records, treatment and medications, test results etc. and any other relevant information.

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.

May 2018

Your data Protection Rights

You can ask us for copies of your health information. We have a form which you can use, and we will ask you for some kind of identification documentation so we can be sure that we send the information to the right person.

If you think the information we hold about you is not correct, you can ask us to amend it or delete it. We will amend your information if we can; but there may be times when this is not possible. If we can't, we will explain why. Also, sometimes we might need to keep the original information if it is an opinion, or if we need to be able to compare the mistaken information with the more accurate information. We will tell you if we do need to keep both.

We keep your information because we need it in order to provide safe health care for you. There are times when you can ask us to delete the information we hold about you, but it may not be possible for us to do so. If we can't, we'll explain why.

This right allows you to ask for transfer of your personal data from one IT system to another. However it only applies when we have asked for your consent to use personal data that you have given us and we then process that information automatically (without human input). This isn't how we normally use your information so this right won't usually apply. The ICO has further guidance that you might find helpful:

<https://ico.org.uk/your-data-matters/>

We use your information to provide your health care. If we use it for more than that, we would normally ask your permission first. If you aren't happy with what we are doing with your information you can ask us to stop. We will do as you ask unless there are other reasons why we need to continue; but we will always discuss this with you first.

At The James Cochrane Practice 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.

Opting out

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.

Using your information

Your data is collected for the purpose of providing healthcare services; 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.

