



# **The Banks and Bearwood Medical Practice**

## **Data Sharing: How We Use Your Health Records**

### **This leaflet explains:**

- Why the NHS collects information about you and how it is used.
- Who we may share information with.
- Your right to see your health records and how we keep your records confidential.
- How you can opt-out of sharing your records

You may also wish to view our Privacy Notice which explains how we meet our duty of transparency under data protection legislation.

## **Introduction**

This leaflet explains why we collect information about you, the ways in which this information may be used and who we may share this information with to help care for you.

## **Why we collect information about you and what records do we keep**

To provide you with the best quality care possible, we must keep health records about you. These contain information about the treatment and support you receive which is recorded by the professionals who have been involved in your care. This may include:

- basic details about you such as address, telephone number, date of birth, next of kin;
- any contact we have had with you such as clinical visits;
- notes and reports about your health;
- details and records about your treatment and care;
- hospital letters;
- results of x-rays, laboratory tests etc.;
- any other relevant information from people who care for you and know you well such as health professionals and relatives.

## **How we keep your records confidential**

Everyone working for the NHS has a legal duty to keep information about you confidential and secure. To help us protect your confidentiality, it is important to inform us about any relevant changes that we should know about, such as change of address, telephone, change of personal circumstance.

All staff working in the practice sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.

Access to patient records by staff other than clinical staff is regulated to ensure they are only accessed when there is a genuine need to do so, such as when identifying and printing repeat prescriptions for patients, or when typing referral letters to hospital consultants.

## **How your information may be used**

We will share information in your health record to allow health professionals to work together more effectively to ensure you receive the best quality care. In these circumstances, the use of patient data is referred to as “for individual care and treatment”.

**It is our Practice policy to set your GP Practice record as available to share for individual care and treatment both in the Summary Care Record and the SystemOne GP Clinical System (for more details see below). You may choose not to share your information for individual care and treatment by completing the form at the end of**

**this leaflet.**

## **Summary Care Record**

The Summary Care Record (SCR) is an important electronic patient record which supports a patient's individual care and treatment. The SCR is available nationally to health professionals who may care for you. It contains important information about any medicines you are taking, any allergies you suffer from, and any bad reactions to medicines that you have had. Access to this information can prevent mistakes from being made when caring for you in an emergency, or when your GP practice is closed.

You can also ask for your SCR to include additional information about you, such as your current health conditions. This is known as an Enriched SCR. We will only add additional information to create an Enriched SCR with your consent; please complete the form at the end of this leaflet to let us know whether you would like an Enriched SCR.

Further information on the SCR can be viewed at: <https://www.digital.nhs.uk/summary-care-records>.

## **SystemOne - GP Clinical System**

Another way of sharing your information for your individual care and treatment is through the confidential electronic record system that we use in our practice, called SystemOne. This is used widely across the NHS and care organisations to keep accurate medical records about you. These records store important information about your illnesses and the care you have received in the past. Your record may contain information from different health and social care organisations such as a hospital, a minor injuries unit, or from a community care service such as district nursing.

Organisations can only access your medical record if you give them permission. For example, you may be working or on holiday in another part of the country and need care from a hospital or a clinic. Having access to your whole medical record will improve the care they can provide you.

### **How does this work?**

You will need to give us your preferred mobile phone number or email address, which we will record on your medical record. This means that when another organisation asks to access your record, we can send you a verification (security code) which allows you to choose whether to let that organisation view your medical record or not.

If you already use the SystemOnline patient portal, then you can select organisations to allow or prevent them from accessing your records. If you do not have a phone or email address and don't use SystemOnline, then we will be happy to record your choices about which organisations you are happy to share your whole record with. When you receive care from organisations close to your home (i.e within Dorset), you will not usually need to

give a verification (security) code because we work regularly with these organisations. However, you should still be asked for your consent to share.

Further information about SystemOne and these sharing controls, can be viewed at:

<https://systemonline.tpp-uk.com/2/help/help.html>.

## **Dorset Care Record (DCR)**

Health and social care organisations in Dorset hold different sets of records about you and not every organisation uses SystemOne. The Dorset Care Record is a confidential computer record that will join up all these different records to create one complete and up-to-date record. Over time this will help improve the care you receive. Information will be taken from GP Practices, hospitals within Dorset, Dorset Healthcare University NHS Foundation Trust, Dorset CCG, South West Ambulance Trust and the councils within Dorset. Records will only be viewed by authorised staff who are directly involved in your care. For more detailed information visit the Dorset Care Record (DCR) website.

If you do not wish your information to be shared in this way, you will need to opt out. To do this, fill in a form (available from the Opt Out page of the DCR website) and send it to the Privacy Officer at Dorset Care Record.

## **Can I ask for my information not to be shared?**

Organisations using the Summary Care Record and / or SystemOne should only access your record when they are involved in giving you care. Whenever a professional from another organisation wishes to view your record, they will always ask for your consent. If you choose not to allow them to access your record, they will not be able to see any information. However, you should be aware that this could disrupt your care.

If you are a carer and have a *Lasting Power of Attorney for health and welfare* then you can decline on behalf of the patient who lacks capacity. If you do not hold a *Lasting Power of Attorney* then you can raise your specific concerns with the patient's doctor.

If you have parental responsibility and your child is not able to make an informed decision for themselves, then you can make a decision about information sharing on behalf of your child. If your child is competent then this must be their decision.

If you wish to opt out of sharing your GP record for individual care and treatment purposes, please complete the form at the back of this leaflet.

## **Can I change my mind?**

You can change your mind about sharing at any time. We aim to ensure that your choices about how your

information is shared are respected.

### **Can I access my records?**

The General Data Protection Regulation 2018 gives every living person, or their authorised representative, the right to apply for access to their health records. You have a right to ask for a copy of all records held about you.

An audit log is maintained showing who has accessed your record, and when. You are also entitled to request a copy of this log.

You can view your own health record, change how your record is accessed, and view an audit trail of who has accessed your record by using the SystemOnline patient portal. Ask your practice for details on how to set up an online account. Alternatively, you can make a request in writing to The Practice Manager and we will respond within a month. You will be required to provide ID before any information is released to you.

If you think that anything in your record is factually inaccurate or incorrect, or would like any further detail about your information rights under the General Data Protection Regulation, please inform us.

### **Can anyone else see my medical records?**

We will not share your medical records without your consent, unless we are required to share them for legal reasons. For example, occasionally we may receive requests from insurance companies to have copies of your medical records. We will ask for your signed consent before releasing these, unless we have received a court order requesting this information.

However, we may also need to provide limited information to local authorities about some infectious diseases or if you have had food poisoning. We would not require your consent to do this.

Very rarely, doctors may be required to disclose information in order to detect a serious crime. Likewise, a court order can require doctors to disclose certain information during a court case. We would not require your consent to do this.

### **Data Sharing For Purposes Beyond Individual Care and Treatment**

NHS England links information from all the different places where you receive care, such as hospital, community services and your GP Surgery. The NHS wants to make sure you and your family have the best care now and in the future. Your health and adult social care information supports your individual care. It also helps us to research, plan and improve health and care services in England.

For any data to be used beyond the patient's individual care and treatment there should be a benefit to the health and care system and it must never be used for insurance or marketing purposes without the patient's

explicit consent. When data is used beyond the patient's individual care and treatment it is normally anonymised, which means that information that identifies an individual patient has been removed or pseudonymised. A pseudonym is a unique identifier which does not reveal the patient's "real world" identity.

This information is held in a secure environment by NHS Digital. The role of NHS Digital is to ensure that high quality data is used appropriately to improve patient care. NHS Digital has legal powers to collect and analyse data from all providers of NHS care. They are committed, and legally bound, to the very highest standards of privacy and confidentiality to ensure that your confidential information is protected at all times. This data can also be used, with permission from NHS England, for research purposes.

**The National Data Opt Out Programme** (known to the public as "Your Data Matters at the NHS") allows a patient to choose that they do not want their confidential patient information to be used for purposes beyond their individual care and treatment. The national data opt-out is a simple option that a patient who wishes to opt-out needs to set only once and which can then be applied across the health and care system.

Patients who do not wish to opt-out do not need to do anything.

Anyone registered for care and treatment with the NHS in England and with an NHS number can have a national data opt-out set and of those anyone aged 13 and over can set their own national data opt-out using one of the services below.

1. Online service (available 24 hours a day)

Visit [www.nhs.uk/your-nhs-data-matters/](http://www.nhs.uk/your-nhs-data-matters/) and follow the instructions. You will need to have your NHS number and a mobile phone number or email address which has been provided previously at a GP Practice or other NHS service.

2. Telephone service (available Monday to Friday 9am to 5pm, excluding English Public Holidays)

Telephone **0300 303 5678**. You do not need to provide your NHS number or mobile phone number / email address to use this service.

Once the process has been completed, the patient will receive a confirmation that their national data opt-out has been set, using email, SMS text or letter as per their chosen communication method. It can take 21 days for the opt-out to be registered by NHS Digital, who will uphold your opt-out from this date.

The National Data Opt-Out programme is a new service and your opt-out will be respected and upheld by all other organisations that use health and care information by March 2020.

People with parental responsibility for children under the age of 13 (such as parents or legally recognised

guardians) can act as a proxy and set or change a national data opt-out on the child's behalf. People who have a formal legal relationship with a patient such as someone who has a legal power of attorney or a court appointed deputy can act as a proxy and set or change a national data opt-out on the patient's behalf. The person acting as a proxy would need to use the telephone service on **0300 303 5678**.

The National Data Opt-Out Programme does not prevent data being uploaded to the Summary Care Record (SCR) as the national data opt-out applies only to purposes beyond individual care and treatment. If you wish to opt out of the SCR or data sharing within SystemOne you must still complete and return the attached form to Reception.

Patients who have previously asked that their confidential data not be shared beyond NHS Digital will have their opt-out converted to a National Data Opt-Out. Patients who have previously requested that their confidential data be prevented from leaving the Practice for purposes beyond their individual care will have their opt out respected until 2020 when the Department of Health and Social Care will consult with the National Data Guardian on their removal.

Further information can be found at <https://www.nhs.uk/your-nhs-data-matters/>

### **What do I need to do now?**

After reading this information, note your decisions on the enclosed form and return it to Reception. You can change your mind at any time, just complete another form.

Please contact the Practice Manager if you have any further queries on how we use and share your information.

If you would like to view this information in an alternative format, for example large print or easy read, or, if you need help communicating with us, for example because you use British Sign Language, please let us know on 01202 593444.

# Banks and Bearwood Medical Practice

## Data Sharing

Please ensure you have read the information about Data Sharing before completing this form. It is our Practice policy to share your record for your individual care and treatment and provide a basic Summary Care Record.

Please complete the information below with your choices on sharing your data and hand to Reception

Patient Name: ..... Date of birth:.....

Address: .....

### Data Sharing For The Purpose of Your Direct Care

#### 1. Sharing using Summary Care Record (SCR)

We will automatically provide you with a Basic SCR containing details of your medications, allergies and any bad reactions to medication. If you would prefer to have an Enhanced SCR or you wish to opt out, please tick one box below:

- I agree to an Enriched Summary Care Record containing details of my medications, allergies, any bad reactions to medication AND any additional information useful for my care.
- I do not want to have a Summary Care Record (opt out).

#### 2. Sharing using SystemOne GP Clinical System Please tick one option:

We will automatically make your GP Record available to other healthcare professionals who use SystemOne and are directly involved in your care. If you do not wish us to share your record, tick box below.

- I do not agree to the sharing of my information on SystemOne for the purposes of my direct care

### Data Sharing For Purposes Beyond Individual Care and Treatment

If you wish to opt out, you must register your decision directly with the National Data Opt-Out Programme, see attached information.

Signature		Date:
Full Name		Date of Birth:
Relationship, if not patient	<input type="checkbox"/> Parent <input type="checkbox"/> Guardian <input type="checkbox"/> Attorney <input type="checkbox"/> Patient's Representative Please note that you will need to show evidence of any Lasting Power of Attorney or legal authority which allows you to represent the patient.	