

Privacy Notice

An Information Leaflet for Patients of Berry Lane Medical Centre

What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

Why do we need one?

To ensure compliance with the General Data Protection Regulation (GDPR), Berry Lane Medical Centre 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 is the GDPR?

The GDPR is a law that helps organisations keep the information about you secure. It was introduced on the 25th May 2018, making sure that your doctor, nurse and another other member of staff at the practice follow rules and keep information safe. *There are high fines for organisations that do not comply with the new law.*

Where can I read the privacy notice?

At Berry Lane Medical Centre, the Practice Policy notice is displayed on our website, in the lobby in reception, behind reception and in writing during patient registration (by means of this leaflet).

What information do we collect about you?

We only collect the information we need to help us keep you healthy – such as your name, address, age, next of kin, records of appointments, vaccinations, visits, telephone calls, your health record, treatment and medicines, test results and any other information to enable us to care for you. It is very important that this information is kept UP TO DATE so please tell us of any changes such as a new address or phone number.

How do we use your information?

Your data is collected for the purpose of providing direct patient care. We might need to share this information with other medical teams, such as hospitals or community staff. We might look at your records to see if your vaccinations or monitoring such as blood tests are up to date. The practice maybe requested to support research; but we will always gain your consent before sharing your information. We also have recordings of CCTV images to help keep us and your data secure.

How do we keep your information private?

We know that it is very important to protect the information we have about you. All of our staff are aware of the importance of confidentiality and 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). The information we have about you is stored carefully and securely. We also securely dispose of information that is no longer needed.

What do I do if I don't want you to share my data?

All of our patients, no matter what their age can say that they don't want to share their information. Should you wish to opt out then speak to a member or visit <https://www.nhs.uk/your-nhs-data-matters>

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. Diabetes. Your information is collected by a number of sources, including Berry Lane Medical Centre: 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.

How do I access my records?

You have the 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 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.

What do I do if I have a question?

Should you have any questions about our privacy notice or the information we hold about you, please do come and ask. You can ask at reception to speak to the Practice Manager, Helen Stammers if the reception staff cannot help you.

The Data Protection Manager for Berry Lane Medical Centre is Helen Stammers.

What to do if you are not happy about how we treat your information

If you are unhappy with the way we deal with your information please let us know. You have the right to lodge a complaint with the IOC. For further details visit ico.org.uk and select 'Raising a concern'.

We regularly review our privacy policy and any updates will be published on our website.