

HOLLYGREEN PRACTICE

REGISTRATION REQUIREMENTS

Upon applying to register at our practice please tell us why you chose to register with our practice by ticking the appropriate box below:

Near to home ☐ Recommended by someone ☐

Other (please give details)

You will be required to provide **TWO** or more of the following documents, at least one document must be photographic.

1. PROOF OF IDENTITY/NAME (MUST be at least one of these documents)

- Passport
- Driving Licence
- Or Photo ID

2. PROOF OF ADDRESS (Must be at least 1 or 2 of these documents)

- Tenancy Agreement
- School/College/University Letter
- Benefits Book/receiving pension in the UK
- Bank Statement
- Utility Bill (but not a mobile phone bill)
- Work permit/work visa
- Sales of goods and properties overseas/Receipts to show shipping of goods (this will show commitment to move to the UK)

How long have you lived at this address?

What was your previous address?

OR

- Asylum Seekers – Home Office entry document confirming application for asylum
- IND Card (credit card sized photo card of individual with your name, date of birth, and home office reference number)

Please note that on registering with our practice you may be asked to attend any of our three sites for your appointments.

HOLLYGREEN PRACTICE

ETHNIC ORIGIN - PATIENT QUESTIONNAIRE

Please indicate your ethnic origin. This is not compulsory, but may help with your healthcare, as some health problems are more common in specific communities, and knowing your origins may help with the early identification of some of these conditions.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patient registered at this practice.

Choose ONE section from A to E, and then tick ONE box to indicate your background.

A White

<input type="checkbox"/>	British
<input type="checkbox"/>	Irish
<input type="checkbox"/>	Any other white background please write in below

B Mixed

<input type="checkbox"/>	White and Black Caribbean
<input type="checkbox"/>	White and Black African
<input type="checkbox"/>	White and Asian
<input type="checkbox"/>	Any other mixed background, please state:

C Asian or Asian British

<input type="checkbox"/>	Indian
<input type="checkbox"/>	Pakistani
<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	Any other Asian background, please state:

D Black or Black British

<input type="checkbox"/>	Caribbean
<input type="checkbox"/>	African
<input type="checkbox"/>	Any other black background, please state:

E Chinese or other ethnic group

<input type="checkbox"/>	Any other ethnic group, please state:
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HOLLYGREEN PRACTICE

MEDICATIONS

If you have any medications prescribed on repeat please list the details below:

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

Additional comment:

Please note that new patients on any repeat medications must be reviewed by one of our Practice Nurses and a GP before you can have your medications as a repeat prescription.

Until this is done your medications will be processed as an acute prescription.

PLEASE ATTACH A LIST OF YOUR MEDICATIONS FROM YOUR PREVIOUS PRACTICE.

HOLLYGREEN PRACTICE
ALCOHOL USERS IDENTIFICATION TEST

NAME: **Date of Birth:**

Questions	0	1	2	3	4	Your Score
How often do you have a drink that contains alcohol?						
How many standard alcohol drinks do you have on a typical day when you are drinking?						
How often do you have 6 or more standard drinks on one occasion?						

Full alcohol AUDIT to be completed for any patient scoring 5 or above.

HOLLYGREEN PRACTICE

HIV TESTING

Our Practice in line with National Guidance: National Institute for Health and Care Excellence (NICE) routinely test:

- Everyone registering with the practice or
- Patients who are undergoing blood tests for another reason and have not had an HIV test in the previous year

If you do not wish to be tested for HIV you MUST tick 'No' below, otherwise as part of your registration process with the practice you will be automatically tested.

HIV Testing

No

☐

Patient Name:

Date of Birth:

Signature: **Date:**

Hollygreen Practice - Patient Information leaflet

Testing for HIV :

At Hollygreen Practice we offer HIV testing to:

- ✓ Everyone wanting to register with us as part of standard medical care.
- ✓ Some people who are already registered and are having blood tests for other reasons.
- ✓ Sometimes your doctor may recommend an HIV test, for example if you are at increased risk of HIV or if you have a condition associated with HIV infection.

What is HIV infection?

HIV is a virus that can damage the body's defence system so that it cannot fight off certain infections.

HIV can be found in people who are fit and well, as symptoms can take years to develop.

AIDS is the condition that can occur if someone who is HIV positive goes on to develop certain other serious illnesses. AIDS can be prevented if HIV is diagnosed early enough.

Why do we offer HIV testing?

- ✓ In this area the number of people living with HIV is high enough for National organisations to recommend testing everyone registering with a medical practice
- ✓ Excellent medicines have now been developed for treating HIV. This treatment will help to keep you healthy and reduce the risk of you passing the virus on to another person.
- ✓ The earlier you find out about HIV infection, the better the chance is of the treatment working.

Who is at risk of HIV?

Anyone who has been in a sexual relationship or has had a needle or blood exposure can have HIV. However, some groups of people are at higher risk. These include:

- ✓ Men who have sex with men
- ✓ People from countries such as Africa, South East Asia and parts of Eastern Europe where there are higher rates of HIV
- ✓ People who have injected drug
- ✓ People who have had a blood transfusion abroad
- ✓ Those with other health problems known to be more commonly seen in those with HIV

If you want more information about HIV, please ask us. If you decided that you do not want to test for HIV please tell the doctor or nurse looking after you.

HOLLYGREEN PRACTICE

HEART CHECKS

Patients registered with our practice over the age of 40 are offered a heart check. Is this something you would like to be booked in for? Please indicate below by ticking yes or no if you would like a heart check.

Heart Check

Yes

☐

No

☐

Patient Name:

Date of Birth:

Signature: Date:

HOLLYGREEN PRACTICE

SMOKING INFORMATION

Name:..... Date of Birth:

Address:

.....

SMOKING STATUS ☐ Never smoked tobacco

(Please tick one) ☐ Ex-smoker

☐ Smoker

Decline to give smoking status ☐

EX-SMOKERS ☐ Ex-trivial smoker (less than 1 per day)

(Please tick one) ☐ Ex-light smoker (1-9 per day)

☐ Ex-moderate smoker (10-19 per day)

☐ Ex-heavy smoker (20-39 per day)

☐ Heavy ex-smoker (40 plus per day)

Date ceased smoking:

CURRENT SMOKERS

Cigarette consumption Cigarettes per day

Cigar consumption Cigars per day

Pipe tobacco consumption Grams per day

Rolls own cigarettes ☐

User of electronic cigarette ☐

Signature: **Date:**

HOLLYGREEN PRACTICE – HOME VISIT POLICY

Chest pain, shortness of breath and loss of consciousness are emergencies. Therefore please dial 999 for these symptoms.

Out of GP surgery hours you can contact NHS 111 for urgent advice on your symptoms.

Requesting a Home Visit

Requests for visits must be made before **10am and at the latest 11am.**

Visiting will normally take place after morning surgery. Please only request home visits if you are incapable of attending the surgery. Whenever possible, try and come into the surgery as facilities at the surgery are better for examination and treatment. It helps us judge the urgency of the call if you describe the symptoms. The receptionists are trained to deal with your call so do expect to be asked. All information is confidential. The doctor may telephone prior to, or instead of, visiting. Visits requested later in the day that are for the housebound, but are not urgent, will not be seen that day. Ring the surgery early if you wish for a routine call if you are housebound.

Children

Sick children will always be seen as soon as possible if brought into the surgery. It is not appropriate to consider children for a visit as it is generally felt that if a child is so ill then they should be in hospital.

Our home visiting policy

Our home visiting policy is based on the Royal College of General Practitioners (RCGP) Guidelines. You cannot insist that a GP visits you at home.

A GP will only visit you at home if they think that your medical condition requires it. A GP can also decide how urgently a visit is needed.

Due to increasing demand GPs can no longer automatically visit any patient who requests a home visit. All visits must now be triaged and dealt with according to clinical need.

GPs are better able to assess patients in the surgery where they have access to specialist equipment, good lighting and examination facilities and therefore it is always the preferable site for any consultation.

GPs having to visit inappropriate house call patients are delayed from visiting those patients who are in genuine need of a visit and therefore this poses an unacceptable clinical risk.

GPs are not responsible for ensuring that a patient has financial means to attend the surgery nor that the patient chooses to register with a practice this is difficult for them to get to in bad weather or without a car.

GPs are not obliged to visit a patient if they have assessed the patient's clinical need on the telephone and found them to be suitable for an alternative method of healthcare.

As long as the GP has provided a plan for a patient (which may be an appointment the same day, a future day, telephone advice or attendance at other healthcare site such as A & E, a message communicated via reception) then the GP Partners of the Hollygreen Practice will support any such decision made.

HOLLYGREEN PRACTICE - Registration Form to Access Online Services

Please provide two documents to verify your identity, one of which **MUST** be photographic

Surname		First Name	
Date of Birth (Must be 16 years of age or over)			
Address (include Post Code)			
Email Address			
Telephone Number		Mobile Number	

I wish to have access to the following online services (tick all that apply)

	Level of access requested	Level of Access enabled
Booking appointments (Access may be removed in future where a patient does not attend appointments booked and does not use the service responsibly)		
Requesting repeat prescriptions		
My Summary Patient Record (Medications, Allergies and Sensitivities)		
My Detailed Patient Record (Coded medical information and vaccinations)		

I wish to access my medical record online and understand and agree with each statement (Please tick)

I have read and understood the information leaflet, and signed the terms and conditions provided by the practice	
I will be responsible for the security of the information that I see or download	
If I choose to share my information with anyone else, this is at my own risk	
I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	
If I see information in my record that is not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible.	
Signature	Date

For Practice Use Only

Patient NHS Number:	
Name of Verifier:	Method:
	Vouching as patient is known to staff member <input type="checkbox"/>
	Vouching with information in record <input type="checkbox"/>
	Document 1 – Photo ID <input type="checkbox"/>
	Document 2 – Proof of residence <input type="checkbox"/>
Authorised by (GP name if detailed patient record is requested)	Date:
Date account and password created	

HOLLYGREEN PRACTICE

IMPORTANT INFORMATION regarding access to Online Services – Please read before returning the Registration Form

If you wish to, you can now use the internet to review, book, amend or cancel your appointments with a GP, request repeat prescriptions for any medication you take regularly and look at your medical record online. You can also still use the telephone or call into the surgery for any of these services as well. It is your choice.

It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you cannot do this for some reason, we recommend that you contact the practice so that we can remove online access until you are able to reset your password.

If you print out any information from your record, it is also your responsibility to keep this secure. If you are at all worried about keeping printed copies safe, we recommend that you do not make copies at all.

Before you apply for online access to your record, there are some other things to consider.

Although the chances of any of these things are minimal, you will be asked that you have read and understood the following before you are given login details.

Forgotten History – There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news – If your GP has given you access to test results or letters, you may see something that you find upsetting. This may occur before you have spoken to your doctor or while the surgery is closed and you cannot contact them.

Choosing to share your information with someone – It is up to you whether or not you share your information with others – perhaps family members or carers. It is your choice, but also your responsibility to keep the information safe and secure.

Coercion – If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information – Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else – If you spot something in your record that is not about you or you notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

For more information about keeping your healthcare records safe and secure, you will find a useful leaflet produced by the NHS in conjunction with the British Computer Society:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

HOLLYGREEN PRACTICE

Patient Access to Online Services – Terms and Conditions

The following Terms and Conditions are an agreement for patients to sign before being allowed to access online facilities, such as prescription ordering, appointment booking, or access to medical records.

Terms and Conditions

- To apply for online access patients must completed the declaration below and the application form and return them to the practice.
- Applications are “one per patient”. Acceptance of one member of a family does not imply acceptance of other/further family members.
- Applications for online access will not be considered for patient who are under the age of 16.
- Where access is granted, passwords will only be released direct to the patient and not to a parent (in relation to patients 16 to 18 years) or other third party. Where a parent or other person requires access to the system to book an appointment or deal with the affairs of the minor, it is acceptable for the minor to provide the password to the third party. The practice will not provide access details directly.
- Where access is refused this will be in writing. A reason will only be given at the discretion of the GP Partners.
- Patients with a history if none-attendance at pre-booked appointments (without cancelling) will not normally be granted access to online appointment booking, however the remainder of the facilities will be considered.
- Online appointments booked are to be cancelled by the patient giving adequate time for the practice to re-book the appointment.
- The practice will not allow misuse of the online system and will monitor usage by individual patients. Where it is considered that is patient is abusing the system or is acting in a way detrimental to the availability of the appointment system, or other facilities, a warning letter will be issued. Where the situation does not improve, or recurs, access will be removed permanently and without further notice, at the discretion of the GP Partners.
- Repeat prescriptions may only be ordered where these appear on the repeat list, which is provided to patients on the tear off portion of the last prescription issued. The request must match the repeat list exactly and must be due. Other items ordered or requested using this facility will not b actioned, and no contact will be made with the patient. Prescriptions ordered outside this guideline must be via reception staff.
- Access to detailed patient records must be authorised by a GP first. A GP may wish to view the record and discuss the content with the patient prior to authorising. For this reason immediate access will not be given and depending on GP priorities, timescales for auctioning may vary. This will not be classed as high priority.
- Personal information Updating is subject to validation after submission. Patients moving outside the Practice Area will be removed from the practice list in the usual way.
- Approved access requests will be notified along with access instructions.
- Requests for re-issue of access log-in details will be via post re-issue in all cases to the patient at the registered address.

Agreement

I agree to the above Terms and Conditions, and others which may be reasonably imposed from time to time at the discretion of the GP Partners.

Signed: **Name:** **Date:**.....

HOLLYGREEN PRACTICE
ACCESSIBLE INFORMATION

At Hollygreen Practice we want to make sure that we give you information in a way that you can understand, and that you find it easy to communicate with us.

If you find it difficult to read or understand information that we send to you, or if you need us to provide support so that you can communicate well at your appointments then please let us know.

When you register with the practice please discuss any needs you have with us. Alternatively, you can tear off the bottom of this letter and bring this along with you when you register.

Please complete the slip below, tear off and return to the practice at the time of registering with us.

.....

Hollygreen Practice

My name is:

Please update your records:

I communicate using (e.g. British Sign Language, deafblind manual, lip reading etc):

.....

To help me communicate I use (e.g. hearing aids, interpreters, signing, text reporter etc):

.....

I need information in (e.g. braille, easy read etc):

.....

If you need to contact me the best way is (e.g. email, telephone etc):

.....

HOLLYGREEN PRACTICE

ZERO TOLERANCE

As a practice we are very strict with regard to Zero Tolerance, we will not accept our staff being abused, and so we ask as a registered patient of this practice that you:

- Treat all Hollygreen staff with respect
- Are not rude, shout or are aggressive or violent to staff or make threats
- Do not use the practice name or member of staff's names on social media to make allegations or defamatory comments
- Follow the practice's complaints procedure should you wish to make a formal complaint

On signing this you are agreeing to the above, and if you do not adhere to this you may be removed from our practice list.

Print Name: Signature:

Date of Birth: Date:

HOLLYGREEN PRACTICE – DID NOT ATTEND POLICY

By joining the practice you are agreeing to our “Did Not Attend” policy which is stated below.

Where a patient fails to attend an appointment either with a GP, Nurse or HCA then an informal warning letter will be sent.

If a patient fails to attend more than three appointments or more over a 12 month period then this will be discussed with the GP Partners as the patient may be possibly removed from the list for wasting clinical time. In this case a formal warning letter will be issued.

Approximately 300 appointments per month are not attended by our patients, and they do not contact the surgery to cancel them so that the appointment could be used for someone. The effects if this are significant on our other patients and can:

- Increase the waiting time for appointments
- Cause frustration for other patients who want to be seen by a healthcare professional
- Waste resources
- Cause a potential risk to the health of the patient

All we ask is that if an appointment has been made and is no longer needed, or the appointment needs to be changed for any reason then contact the practice in sufficient time so that this appointment can be offered to someone else.

There are various ways in which an appointment can be cancelled. A patient can either contact the practice directly and speak with a member of the reception team, or via System Online (patient must be set up to use this facility) or Patient Partner (automated phone system).

HOLLYGREEN PRACTICE

Patients should be aware on registering with Hollygreen Practice that we follow the Guidelines for Good Prescribing Practice. Therefore we DO NOT prescribe the medications listed below as they are either available over the counter to buy, or they do not have strong clinical evidence for prescribing them.

We would also clarify that we DO NOT prescribe branded medications requested by patients, we adhere to NHS Guidelines.

- Solpadol Tablets
- Cetirizine/Piriton/Loratidine(anti-histamine/hay-fever medications)
- Vitamin Capsule/Tablets
- Local Fungal Nail Treatments
- Co-codamol Tablets
- Paracetamol Tablets
- Brufen
- Trade name analgesics (eg: Tylex, Kapake, Panadol)

We also DO NOT prescribe (OTC) Over the Counter Medications.

These include:

- Teething Gels (eg: Bonjela, Dentenox)
- Paracetamol Suspension (eg: Calpol, Panadol)
- Colic Treatments
- Headlice Lotion (eg: Lyclear, Derbac)
- Creams or Gels for the treatment of Warts or Verucca's (eg: Bazuka, Compound W)
- Medications for the treatment of worms (eg: Pripsen, Vermox)
- Ibuprofen Susp (eg: Nurofen)
- Treatments for Fungal Nail Infections

The above does not apply to children under the age of 16, and those above the age of 75 years of age. The GPs will only prescribe any of the above on an individual patient basis.

HOLLYGREEN PRACTICE
IMPORTANT - PLEASE READ

Practice Policy on the supply of drugs liable to be misused.

Methadone and Buprenorphine

Management of patients on these items is by the Substance Misuse Team Only.

Sedatives, Tranquillisers and Hypnotics (sleeping tablets) eg: Zopiclone, Temazepam

These drugs are licensed for NHS Prescription for SHORT TERM use only.

Therefore patients will not be supplied with repeat prescriptions for continued maintenance dose of these drugs. This practice is prepared to work with patients, in conjunction with the Substance Misuse Team, who will commit themselves to stopping these drugs.

Repeat prescriptions will only be issued when the General Practitioner is satisfied that there is a genuine need or if there is a written report from the Psychiatrist indicating that treatment is currently recommended.

Antidepressants, Major tranquilizers and Anti-convulsants

These drugs are supplied only for certain disorders, often on the advice of a Consultant Psychiatrist. **Repeat prescriptions will only be issued when the General Practitioner is satisfied that there is a genuine need or if there is a written report from the Psychiatrist indicating that treatment is currently recommended.** Counselling services are available through the Practice and we are keen to help those with genuine Psychiatry needs.

Pain killers – Codeine, Tramadol, Dihydrocodeine

These drugs will only be prescribed where the General Practitioner is satisfied that there is a genuine need.

Declaration for Patients:

I have read and fully understand the Practice Policy on the prescribing of drugs. I agree to comply with this at all times whilst registered with this Practice.

Print Name: Signature:

Date of Birth: Date:

HOLLYGREEN PRACTICE

SUMMARY CARE RECORD

The NHS in England introduced the Summary Care Record for use in emergency care.

The record contains information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had. This will ensure that those caring for you have enough information to treat you safely.

Your Summary Care Record will only be available to authorised healthcare staff providing your care anywhere in England, and they will ask your permission before they look at it. This means that if you have an accident or become ill, the doctors treating you will have immediate access to important information about your health.

We as a practice are supporting Summary Care Records, but as a patient you have a choice:

- **Yes I would like a Summary Care Record** – you do not need to do anything and a Summary Care Record will be created.
- **No I do not want a Summary Care Record** – please complete the opt out form after this page in the pack. Please complete it and hand it to a member of the practice staff.

If you need more time to make your choice you should let us know.

For more information on this speak to a member of our staff or visit the website <http://www.digital.nhs.uk/summary-care-records/patients>.

You can choose not to have a Summary Care Record and you can change your mind at any time by informing the practice.

If you do nothing we will assume that you are happy with this and create a Summary Care Record for you. Children under 16 will automatically have a Summary Care Record created for them unless their parent or guardian chooses to opt out. If you are the parent or guardian of a child under 16 and feel that they are old enough to understand, then you should make this information available to them.

HOLLYGREEN PRACTICE

SUMMARY CARE RECORD – OPT OUT FORM

Request for my clinical information to be withheld from the Summary Care Record

If you DO NOT want a Summary Care Record please complete the form and send it to back to the practice.

Section A - Please complete in BLOCK CAPITALS

Title Surname/Family Name

Forename(s)

Address

Postcode Telephone No.

Date of Birth NHS No

Section B - If you are filling out this form on behalf of another person or a child, the practice will consider this request. Please ensure that you fill out their details in Section A and your details in Section B.

Your name Your Signature

Relationship to patient Date

What does it mean if I DO NOT have a Summary Care Record?

NHS healthcare staff caring for you may not be aware of your current medications, allergies you suffer from and any bad reactions to medicines you have had in order to treat you safely in an emergency.

Your records will stay as they are now with information being shared by letter, email, fax or phone.

If you have any questions or want more information, or if you want to discuss the choices please speak to a member of staff or visit the website <http://www.digital.nhs.uk/summary-care-records/patients>.

For practice use only

Actioned by Practice: Yes/No Date

HOLLYGREEN PRACTICE

Data Protection Privacy Notice for Patients

Introduction

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you.

This privacy notice applies to personal information processed by or on behalf of the practice.

This Notice explains

- Who we are, how we use your information and our Data Protection Officer
- What kinds of personal information about you do we process?
- What are the legal grounds for our processing of your personal information (including when we share it with others)?
- What should you do if your personal information changes?
- For how long your personal information is retained by us?
- What are your rights under data protection laws?

The General Data Protection Regulation (GDPR) became law on 24th May 2016. This is a single EU-wide regulation on the protection of confidential and sensitive information. It enters into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), and the Data Protection Act 2018 (currently in Bill format before Parliament) the practice responsible for your personal data is the Hollygreen Practice.

This Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights

How we use your information and the law.

Hollygreen Practice will be what's known as the 'Controller' of the personal data you provide to us.

We collect basic personal data about you which does not include any special types of information or location-based information. This does however include name, address, contact details such as email and mobile number etc.

We will also collect sensitive confidential data known as "special category personal data", in the form of health information, religious belief (if required in a healthcare setting) ethnicity, and sex during the services we provide to you and or linked to your healthcare through other health providers or third parties.

Why do we need your information?

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, Walk-in clinic, 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. Records which the Practice hold about you may include the following information;

- 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

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

How do we lawfully use your data?

We need to know your personal, sensitive and confidential data in order to provide you with Healthcare services as a General Practice, under the General Data Protection Regulation we will be lawfully using your information in accordance with: -

Article 6, e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;"

Article 9, (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems

This Privacy Notice applies to the personal data of our patients and the data you have given us about your carers/family members.

Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Trusts and from this GP Practice. A risk score is then arrived at through an analysis of your de-identified information is only provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary, your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

Medicines Management

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost-effective treatments.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- The General Data Protection Regulations 2016
- Data Protection Act 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share Review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles.

Our practice policy is to respect the privacy of our patients, their families and our staff and to maintain compliance with the General Data Protection Regulations (GDPR) and all UK specific Data Protection Requirements. Our policy is to ensure all personal data related to our patients will be protected.

All employees and sub-contractors engaged by our practice are asked to sign a confidentiality agreement. The practice will, if required, sign a separate confidentiality

agreement if the client deems it necessary. If a sub-contractor acts as a data processor for the Hollygreen Practice an appropriate contract (art 24-28) will be established for the processing of your information.

In Certain circumstances you may have the right to withdraw your consent to the processing of data. Please contact the Data Protection Officer in writing if you wish to withdraw your consent. In some circumstances we may need to store your data after your consent has been withdrawn to comply with a legislative requirement.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose in an identifiable format. In some circumstances you can Opt-out of the surgery sharing any of your information for research purposes.

With your consent we would also like to use your information to

We would however like to use your name, contact details and email address to inform you of services that may benefit you, with your consent only. There may be occasions where authorised research facilities would like you to take part in innovations, research, improving services or identifying trends.

At any stage where we would like to use your data for anything other than the specified purposes and where there is no lawful requirement for us to share or process your data, we will ensure that you have the ability to consent and opt out prior to any data processing taking place.

This information is not shared with third parties or used for any marketing and you can unsubscribe at any time via phone, email or by informing the practice's Data Protection Officer as below.

Where do we store your information Electronically?

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information may be located on servers within the European Union.

No 3rd parties have access to your personal data unless the law allows them to do so and appropriate safeguards have been put in place. We have a Data Protection regime in place to oversee the effective and secure processing of your personal and or special category (sensitive, confidential) data.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers

- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- NHS England (NHSE) and NHS Digital (NHSD)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for consent for this to happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure. All employees and sub-contractors engaged by our practice are asked to sign a confidentiality agreement. If a sub-contractor acts as a data processor for the Hollygreen Practice an appropriate contract (art 24-28) will be established for the processing of your information.

How long will we store your information?

We are required under UK law to keep your information and data for the full retention periods as specified by the NHS Records management code of practice for health and social care and national archives requirements.

More information on records retention can be found online at (<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>)

How can you access, amend move the personal data that you have given to us?

Even if we already hold your personal data, you still have various rights in relation to it. To get in touch about these, please contact us. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of any applicable laws. Please note that we may keep a record of your communications to help us resolve any issues which you raise.

Right to object: If we are using your data because we deem it necessary for our legitimate interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases). Generally, we will only disagree with you if certain limited conditions apply.

Right to withdraw consent: Where we have obtained your consent to process your personal data for certain activities (for example for a research project), or consent to market to you, you may withdraw your consent at any time.

Right to erasure: In certain situations (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply. If we do agree to your request, we will delete your data but will generally assume that you would prefer us to keep a note of your name on our register of individuals who would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data are collected in unconnected circumstances. If you would prefer us not to do this, you are free to say so.

Right of data portability: If you wish, you have the right to transfer your data from us to another data controller. We will help with this with a GP to GP data transfer and transfer of your hard copy notes

Access to your personal information

Data Subject Access Requests (DSAR): You have a right under the Data Protection legislation to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate. To request this, you need to do the following:

- Your request should be made to the Practice – for information from the hospital you should write direct to them.
- There is no charge to have a copy of the information held about you.
- We are required to respond to you within one month.
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified, and your records located information we hold about you at any time.

What should you do if your personal information changes?

You should tell us so that we can update our records please contact the Practice Manager as soon as any of your details change, this is especially important for changes of address or contact details (such as your mobile phone number), the practice will from time to time ask you to confirm that the information we currently hold is accurate and up-to-date.

Objections / Complaints

Should you have any concerns about how your information is managed at the practice, please contact the Practice Manager or the Data Protection Officer as above. If you are still unhappy following a review by the GP practice, you have a right to lodge a complaint with a supervisory authority: You have a right to complain to the UK supervisory Authority as below.

Information Commissioner:
Wycliffe house
Water Lane
Wilmslow
Cheshire

SK9 5AF

Tel: 01625 545745

<https://ico.org.uk/>

If you are happy for your data to be extracted and used for the purposes described in this privacy notice, then you do not need to do anything. If you have any concerns about how your data is shared, then please contact the Practice Data Protection Officer.

If you would like to know more about your rights in respect of the personal data we hold about you, please contact the Data Protection Officer as below.

Data Protection Officer:

The Practice Data Protection Officer is Paul Couldrey of PCIG Consulting Limited. Any queries in regard to Data Protection issues should be addressed to him at: -

Email: Couldrey@me.com
Postal: PCIG Consulting Limited
7 Westacre Drive
Quarry Bank
Dudley
West Midlands
DY5 2EE

Changes:

It is important to point out that we may amend this Privacy Notice from time to time. If you are dissatisfied with any aspect of our Privacy Notice, please contact the Practice Data Protection Officer.