

Privacy Information Leaflet

What is a Privacy Notice?

A privacy notice helps us tell you how we use information we hold about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record

Why do we need one?

We need a privacy notice to make sure it meets the legal requirements which are written in a new document called the General Data Protection Regulation (GDPR)

What is GDPR?

GDPR is a new document that helps us keep the information about you secure. It is new and will be introduced on 25th May 2018, making sure that the GPs, Nurses and any other staff at the Surgery follow the rules and keep your information safe.

How do you know about our privacy notice?

We will have posters and information regarding GDPR available in our waiting room and on our Surgery website www.marketcrosssurgery.co.uk telling you how we use the information we hold about you.

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, information about your parents or guardians (if under 16), records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, x-rays and other information to enable us to care for you

How do we use your information?

Your information is taken to help us provide your medical care. We might need to share this information with other medical professionals/ teams such as hospitals, if you need to be referred to a Specialist Dr or for investigation tests

We may be asked to help with medical research; but we will always ask you if it is okay to share your information.

How do we keep your information private?

We know that it is very important to protect the information we hold about you. We will make sure that we adhere to the guidance set out in the GDPR and other relevant guidance

What if I have a long-term medical condition?

If you have a long-term medical condition then we know it is important to make sure your information is shared with other Healthcare workers to help them to help you, making sure you get the care you need when you need it

Don't want to share?

All of our patients, no matter what their age, can say that they don't want us to share their information. If you are under 16 this is something which your parents or adults with parental responsibility will have to decide. They can get more information from a member of staff at the surgery, who can also explain what this means to you.

How do I access my records?

If you want to see what is written about you, you have a right to access the information we hold about you, but you will need to submit a Subject Access Request (SAR). If you are under 16, your parents or adults with parental responsibility will do this on your behalf.

However, if you are over 12, you may be classed as being competent and you may be able to do this yourself

What do I do if I have a question?

If you have any questions, ask a member of the surgery team, your parents or adults with parental responsibility. You can:

- Contact the Surgery who are the Data Controllers for the data they hold about their patients
- Write to Data Controller, Market Cross Surgery, Bourne Road, Corby Glen, Lincolnshire, NG33 4BB
- Ask to speak to our Practice Manager, Louise Allen

The Data Protection Officer (DPO) for Market Cross Surgery is Dr J B Elder

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

We want to make sure you are happy, but we understand that sometimes things can go wrong. If you are unhappy with any part of our data-processing methods, you have a right to complain. For further information, visit www.ico.org.uk and select 'Raising a Concern'