

# Riverside Surgery

## How We Use Your Information

This leaflet briefly explains why the doctor's surgery collects information about you, and how that information may be used.

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.

Records may be held in electronic or manual (written down) format, and may include the following information;

- Details about you, such as you Name, Date of Birth, Address, NHS Number and Next of Kin
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, telephone calls etc.
- Medical Problems both past and present
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations, such as Blood, Urine, Sputum tests, X-rays, Ultrasounds etc.
- Relevant information from other health professionals, relatives or those who care for you and know you well

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 for clinical audit to monitor the quality of the service provided. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

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 endeavour to gain your consent before releasing the information.

Should you have any concerns about how your information is managed at the surgery please contact the Practice Manager to discuss how the disclosure of your personal information can be limited.

### **How do we maintain the confidentiality of your records?**

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

We maintain our duty of confidentiality to you at all times. 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), or where the law requires information to be passed on.

## 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
- Specialist Trusts
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

## Access to your Information

You have a right under the Data Protection Act 2018 and General Data Protection Regulation (GDPR) to access/view what information the surgery holds about you, and to have it amended or removed should it be inaccurate. This is known as 'The Right of Subject Access'. If you would like to make a 'Subject Access Request', please contact the Practice Business Manager, Mrs Kerrie Draco in writing. Alternatively you can visit our website on [www.riversidesurgerywirral.nhs.uk](http://www.riversidesurgerywirral.nhs.uk) and print the Subject Access Request form, complete and bring it into the surgery with all your relevant documentation.

If you would like further information about how we use your information, or if you do not want us to use your information in this way, please contact the Practice Manager.

## Independent Data Protection Officer (DPO)

Mr Craig Walker  
Head of Information Governance and Quality Assurance – Data Protection Officer

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