

# Practice privacy notice

Church Hill Surgery has a legal duty to explain how we use any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

## **What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

## **How we will use your information**

Your data is collected for the purpose of providing healthcare services; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information.

In accordance with the Health and Social Care Act 2012, the care data programme enabled patient data to be collected by the Health and Social Care Information Centre (HSCIC) for quality and safety purposes. In addition, it is possible for us to share your data with other healthcare providers in order to provide you with a high level of care. For those patients who have medications delivered to Dickleburgh Stores or Tivetshall Post Office for their convenience, please be aware they will hold minimum data from their prescription only. To see a list of organisations we currently share with please see our website or ask reception to see a copy.

## **Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the Data Protection Act 1998 (DPA), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to 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 at reception for a SAR form and you will be given further information.

## **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. cancer. Your information is collected by a number of sources, including Church Hill Surgery; 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.

## **Invoice validation**

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

## **Opt-outs**

Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; preventing your information from being shared outside this practice.

## **What to do if you have any questions**

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact us via email at [Churchhill.surgery@nhs.net](mailto:Churchhill.surgery@nhs.net)
2. Write to the practice at Church Hill Surgery, Station Road, Pulham Market, IP21 4TX
3. Ask to speak with the practice manager Debbie Wade, or their deputy Laura Baber

## **Changes to our privacy policy**

We regularly review our privacy policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed 01/05/2019.

## List of organisations Church Hill Surgery shares with

Anglia Community Eye Service - Cambridge  
Cambs Community Paediatrics  
CCS - Screening Team Unit  
CCS Childrens Dietetic Service  
Children Looked After - Cambridgeshire  
CHIS Fenland  
CHIS Kings Lynn  
CHIS Norfolk  
CHIS Suffolk  
Church Hill Surgery  
Community Dentistry  
Continuing Healthcare Norfolk  
CPFT MIU North Cambridgeshire Hospital  
Ealing Hospital Outpatient Therapy Service  
Early Years Support Programme  
East Anglia's Children's Hospices  
East of England Ambulance Service NHS Trust  
ECCH - Infection, prevention and control  
ECCH CFS / ME  
ECCH Children and Family  
ECCH Community Hospital  
ECCH Community Nurses  
ECCH Continence  
ECCH Falls Service  
ECCH Looked After Children  
ECCH LUTS  
ECCH Occupational Therapy  
ECCH Out of Hospital

ECCH Out of Hospital North  
ECCH Physiotherapy  
ECCH Podiatry Service  
ECCH Primary Care and Prevention  
ECCH Respiratory  
ECCH SaLT CYP  
ECCH Speech and Language  
ECCH TB Service  
ECCH Wheelchair Services  
HCP East Cambs and Fenland  
HMP & YOI Norwich  
HMP Bure  
HMP Wayland  
Ipswich Hospital NHS Trust  
James Paget University Hospitals NHS Foundation Trust - EPR Core  
Luton & Dunstable Hospital NHS Foundation Trust  
MASH CCS  
NCHC (AHPS) Musculoskeletal West Triage  
NCHC Childrens Centres  
NCHC Childrens Health Services  
NCHC Community Nursing and Therapy  
NCHC Early Supported Discharge Suffolk  
NCHC Infectious Waste Disposal  
NCHC Integrated Therapy Partnership  
NCHC Looked After Children  
NCHC Matrix  
NCHC Multi-Disciplinary Community Services  
NCHC Norfolk Community IV Therapy  
NCHC Norfolk Continence Assess and Treat  
NCHC Norfolk Early Supported Discharge for Stroke  
NCHC Norfolk Out of Hours Nursing  
NCHC North Norfolk Community Services

NCHC Norwich Community Services  
NCHC Norwich HomeWard  
NCHC Safeguarding  
NCHC South Norfolk Community Services  
NCHC Southern Locality  
NCHC Specialist Palliative Care PBC  
NCHC Specialist Services  
NCHC Specialist Therapy Services  
NCHC West Integrated Palliative Care  
NCHC West Norfolk Community Services  
Norfolk and Norwich University Hospital  
Norfolk and Suffolk NHS Foundation Trust - CRV  
Norfolk Healthy Child Programme - Breckland  
Norfolk Healthy Child Programme - City  
Norfolk Healthy Child Programme - East  
Norfolk Healthy Child Programme - North  
Norfolk Healthy Child Programme - South  
Norfolk Healthy Child Programme - West  
Norwich Practices Health Centre  
Nutrition and Dietetics - James Paget Healthcare  
Paediatric SALT - Cambridge  
Palliative Care Team - James Paget Healthcare  
Peterborough and Stamford Hospitals NHS Foundation Trust - EPR Core  
Queen Elizabeth Hospital King's Lynn NHS Trust CRV  
South Norfolk Healthcare CIC RMS  
Suffolk MASH Unit  
The South Norfolk Vasectomy Service  
West Norfolk Macmillan  
West Suffolk Hospital NHS Trust - CRV  
West Suffolk HV/SN Team