

Priory Surgery

EASY READ

PRIVACY NOTICE

December 2024



Joining the dots
across health and care



Who we are?

We help people with their health care needs

We, at Priory Surgery our address is 326 Wells Road, Knowle, Bristol, BS4 2QJ are a **Data Controller of your information.**

- This means we are responsible for **collecting, storing and handling your personal and healthcare information** when you register with us as a patient.
- There may be times where we also **process your information.**
- That means we use your information for a particular purpose, we may also be called a **Data Processor.**



We are registered with the Information Commissioners Office (ICO) to use information about the people we work with under the Data Protection Act 2018

What information do you collect about me?



Your name



Your address, where you live



Your phone number so we can contact you



Who your family are, who looks after you



Your date of birth

What else might you know about me?



Your marital status

Who?

What you like to be called



Your job, if you have one



Your email address
if you have one



Where you were born



Your religion if you have
one

How do you keep my information?



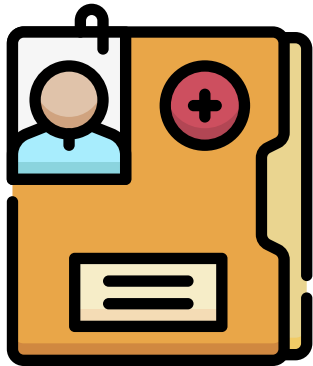
Your records are stored on computer on an electronic patient record system and are kept safe.

Or they might be stored on paper file, these are also kept safe



All staff at the practice have to keep your information safe

Some information we keep about you may be
sensitive



Your patient health records are **sensitive**



Any safeguards that you have in place to protect you

It is important for us to keep information about you so that we can help you in the best possible way.

We might also use your information



To give to other people who are treating you

We might ask for your opinion on how to make things better for you at your medical practice.



To share with people organising your care, these are called commissioners. For medical research purposes, we would ask you for your permission

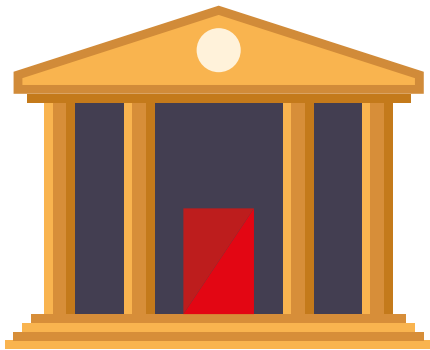
Sometimes, we might need to share your information because it's the law



If the **police** require information as part of a criminal investigation



Information might be required by law due to fraud



If there is a **court order**



If the Care Quality Commission **CQC** require it during an inspection

By law this means that we must...

The law tells us how to keep your information
We have to follow the Data and the Common Law Duty of
Confidentiality



Keep your
records secure



Only let staff look at your
records that are authorised
to do and is part of caring
for you.



Keep your records
confidential and secure
at all times

We will make sure your information is safe, using computer passwords for electronic information, and locks for paper information.

Why do we share information and under what conditions ?



We need to tell you how personal information will be used



We need to have a legal reason for using your information without asking you first



Sometimes special permissions will be given to use information that uses your name without your consent.

What is the **reason** for using my name without your consent?



Department
of Health



This may be for medical research or checking quality of care. This permission is given by the Secretary of State for Health on advice from the National Information Governance Board for Health and Social Care under strict conditions.

Who do we share information with?



Ambulance Services

NHS

NHS England



Public Health
England

Public Health
England and other
NHS Trusts



Social Services or
private care homes to
help them give you the
best support.



General
Practitioners (GPs)



Primary Care
Agencies

This may also include those organisations that help the NHS to look after your health.

National Data Opt-Out

The information collected about you when you use our services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

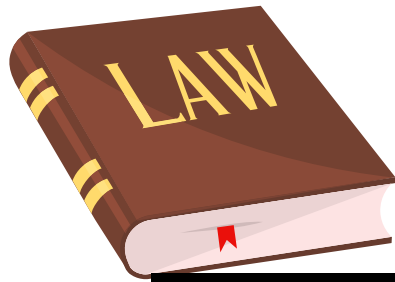


Improving the quality and standards of care provided - research into the development of new treatments - preventing illness and diseases - monitoring safety - planning services

All these uses help to provide better health and care for you, your family and future generations.

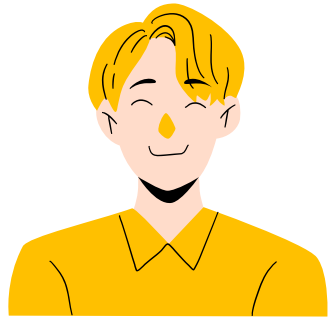
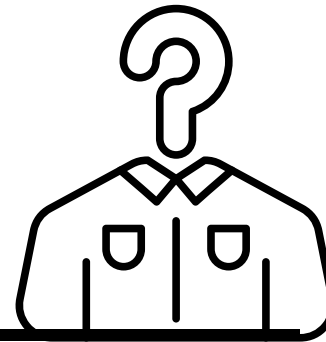


You have a choice about whether you want your confidential patient information to be used in this way.



Confidential patient information about your health and care is only used like this when allowed by law.

Anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.



If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

What are my rights?

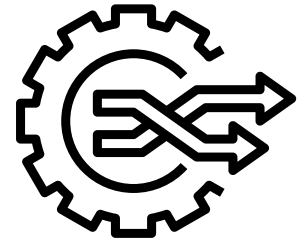
Under UK law The Data Protection Act and GDPR you can.....



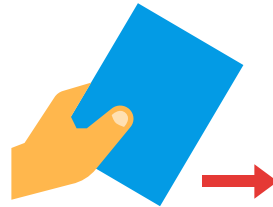
You can tell us not to share your information if you really don't want us to



If some information is wrong you can ask us to change it for you



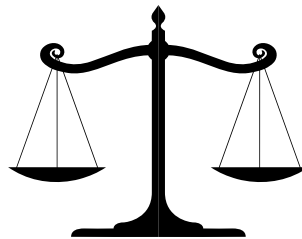
You can ask us to give you a copy of your records, this is called a Rights of Access request



You can ask us to give copies to other organisations if they need it too



Unless we have to if it's required by law





Who do I talk to if I'm not happy

You can speak to our **Data Protection Officer:**

Lucy Hunt

EMAIL: lucy.hunt11@nhs.net

Team Email: GP-IGEnquires.scwcsu@nhs.net

Website:

or

**The Information Commissioners
Office**

call our helpline on **0303 123 1113**

<https://ico.org.uk/make-a-complaint/>

