

How Do I See My Information?

Well, if you want to see what is written in your records and you are grown up enough, you can ask to make a Subject Access Request (SAR) or your parents or adults with parental responsibility can do this on your behalf. Just ask

What Do I Do If I Have A Question?

If you have any questions, ask at reception or ask your parents or adults with parental responsibility. You can ask to speak to the Practice Manager, Assistant Practice Manager or our Information Governance Lead (one of our doctors). Also, you can speak to our Data Protection Officer: Paul Couldrey, PCIG Consulting Ltd on 07525 623939 or by emailing couldrey@me.com

What To Do If You're Not Happy About How We Manage Your Information

We really want to make sure you're happy, but we understand that sometimes you might not agree with something. If you or your parents or adults with parental responsibility are unhappy with the way we do things with your information, you can complain.

For more information, visit ico.org.uk and select 'Raising a concern', look online at www.informationcommissioner.gov.uk or you can write to:

Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5Af

Telephone: 01625 545745

We always make sure the information we give you is up to date. Any updates will be published on our website, in our newsletter and leaflets, and on our posters.

Nunwell Surgery



PRIVACY NOTICE

INFORMATION LEAFLET

FOR CHILDREN & YOUNG PEOPLE



10 Pump Street, Bromyard,
Herefordshire HR7 4BZ
Telephone: 01885 483412

Practice Website -

www.nunwellsurgery.gpsurgery.net

How Do We Use Your Information?

Your information is used to help us to look after you and keep you well. We might need to share this information with other people, like a hospital, if you need to be seen by a special doctor or sent for an X-ray. Sometimes, we may be asked to share your information to help others or to help with exciting medical research; but don't worry, we will ask you, or your parents or adults with parental responsibility, if it's okay to share your information if we need to.

How Do We Keep Your Information Private?

Well, your doctor's surgery knows that it is very important to keep safe the information we have about you. We make sure we follow the rules that are written in the GDPR and other important rule books.

What If I've Got A Long-Term Medical Problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them 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 to share their information. If you're 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.

What is a Privacy Policy?

A privacy notice helps your doctor's surgery tell you how it uses information it has 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?

Your doctor's surgery needs a privacy notice to explain to you how we make sure we look after your information and keep it safe. A privacy notice helps your doctor's surgery

What Is The GDPR?

The GDPR is a new document that helps your doctor's surgery keep the information about you secure. It's new and starts from 25th May 2018, making sure that your doctor, nurse and any other staff at the practice follow the rules and keep your information safe.

How Do You Know About Our Privacy Notice?

At your surgery, we have posters in our waiting room and leaflets to give to children and adults and we also have lots of information about privacy on our website, telling you how we use the information we have about you.

What Information Do We Collect About You?

Don't worry; we only collect the information we need to help us keep you healthy - such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you. We won't keep it longer than we need to either.