

## Opt-Outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please ask at reception and they will be able to explain how you can opt out and prevent the sharing of your information.

## Accessing Your Records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to make a Subject Access Request (SAR). Please ask at reception for further information. Should you feel that any information contained in your record is incorrect, you can ask to discuss this and it may be able to be amended, deleted or annotated.

## 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:

- Request to see our full Fair Processing and Privacy Notice at reception (also available on our website),
- Ask to speak to the Practice Manager, Assistant Practice Manager or our Information Governance Lead,
- Speak to our Data Protection Officer: Paul Couldrey, PCIG Consulting Ltd on 07525 623939 or by emailing [couldrey@me.com](mailto:couldrey@me.com) .

## Complaints

In the event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit [ico.org.uk](http://ico.org.uk) and select 'Raising a concern' or [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) or alternatively write to:

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

Telephone: 01625 545745



# Nunwell Surgery



## PRIVACY NOTICE INFORMATION LEAFLET

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

Practice Website – [www.nunwellsurgery.gpsurgery.net](http://www.nunwellsurgery.gpsurgery.net)

## How Do We Use Your Information?

Your data is collected for the purpose of providing direct patient care; 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 so that we can protect public health, improve quality of health services or for education, training or research purposes.

## Maintaining Confidentiality

Everyone working for the NHS has a legal duty to keep information about you confidential. We have a duty to maintain full and accurate records of the care we provide, keep these records confidential, secure and accurate and provide this information to you in an accessible format when requested. We will not share information that identifies you unless you ask us to, you give us permission, we have to by law, we have special permission for health or research purposes or in the public interest.

## 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 Nunwell 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.

## What Is A Privacy Policy?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

## Why Do We Need One?

To ensure compliance with the General Data Protection Regulation (GDPR), Nunwell Surgery must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

## What Is The GDPR?

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GPDR comes into effect on **25 May 2018**.

## How Do We Communicate Our Privacy Notice?

At Nunwell Surgery, the practice privacy notice is displayed on our website, a summary is displayed in the waiting room, and in writing during patient registration or upon request (by means of this leaflet).

## What Information Do We Collect About You?

We will collect information such as personal details, including name, address, next of kin. We also collect what is known as 'sensitive' or 'special' information such as 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. We will only store your information for as long as we need to.