Surgery Privacy Notice

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way, and we review this regularly.

Please read this privacy notice carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

1. WHY WE ARE PROVIDING THIS PRIVACY NOTICE

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please do contact our **Data Protection Officer** (details below).

The Law says:

A. We must let you know why we collect personal and healthcare information about you;

B. We must let you know how we use any personal and/or healthcare information we hold on you;

C. We need to inform you in respect of what we do with it;

D. We need to tell you about who we share it with or pass it on to and why; and

E. We need to let you know how long we can keep it for.

2. THE DATA PROTECTION OFFICER

The Data Protection Officer at the Surgery is **Caroline Sims**. You can contact her via WHCCG.redandgreenpractice@nhs.net:

- If you have any questions about how your information is being held;
- Or any other query relating to this Policy and your rights as a patient.

3. ABOUT US

We, at the Red and Green Practice ('**the Surgery**') situated in Hythe, 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 it for a particular purpose and, therefore, on those occasions we may also be **Data Processors**. The purposes for which we use your information are set out in this Privacy Notice.

4. INFORMATION WE COLLECT FROM YOU

The information we collect from you will include:

A. Your contact details (such as your name and email address, including place of work and work contact details);

B. Details and contact numbers of your next of kin;

C. Your age range, gender, ethnicity, language, disability status, information we need to allow us to provide information in a more accessible format to you;

D. Details in relation to your medical history;

E. The reason for your visit to the Surgery;

F. Medical notes and details of diagnosis and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare.

G. It may also be necessary, where the latest technology allows us to do so, to use your information and health data to facilitate digital consultations and diagnoses and we will always do this with your security in mind.

H. Recording of telephone calls made between the Surgery and you.

5. USE OF RECORDING EQUIPMENT IN THE SURGERY

- If we use a video camera with a tape or SD card then these never leave the Surgery, except if being used for training, and are erased as soon as possible. When not in use these are locked away safely.
- We never record consultations on any personal devices including phones or I pad's.
- To help us during a patient visit we may use a tool called 'Heidi 'This is a smart assistant that records notes during the consultation and adds them to the patient record.
  It will let us focus our attention on the patient and not the paperwork. We will have all the important details recorded on the patient records at the time we see the patient.
  Everything that hears and records is safe and secure. The notes are made and stored following strict rules to ensure that information is protected.

6. PHOTOS FROM PATIENTS

- You may be asked to send photos into the Surgery to help support a consultation. These photos will be added to your medical record, and our provider AccuRx stores the image as part of the process of transferring the information to the Practice.
- The stored photos are kept on UK servers which are fully encrypted to NHS standards and are inaccessible to any AccuRx staff.
- They are stored for the period recommended by the NHS Records Management Code of Practice.

7. INFORMATION ABOUT YOU FROM OTHERS

We also collect personal information about you when it is sent to us from the following:

A. A hospital, a consultant or any other medical or healthcare professional, or any other person involved with your general healthcare.
B. Insurance companies – in respect of requests for medical information, with your prior approval.
C. Police Service – in respect of a firearms application you are making.
D. Social Services
E. Solicitors – correspondence from them about you.
F. Benefit Agency.
G. Driving Vehicle Licensing Authority (DVLA).
H. Indeed, any organisation who you give permission to ask for your medical information.

8. YOUR SUMMARY CARE RECORD

Your summary care record is an electronic record of your healthcare history (and other relevant personal information) held on a national healthcare records database provided and facilitated by NHS England.

This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct healthcare.

You may have the right to demand that this record is not shared with anyone who is not involved in the provision of your direct healthcare. If you wish to enquire further as to your rights in respect of not sharing information on this record, then please contact the Surgery.

To find out more about the wider use of confidential personal information please visit:

https://digital.nhs.uk/services/summary-care-records-scr

Note if you choose to opt out you will need to let the surgery know, we can then add a code to your record to prevent it being shared in this way. You can still consent to your data being used for specific purposes. However, if you are happy with this use of information you do not need to do anything. You may however change your choice at any time.

9. WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO, AND WHY

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment. This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in providing better care to you and your family and future generations. However, as explained in this privacy notice, confidential information about your health and care is only used in this way were allowed by law and would never be used for any other purpose without your clear and explicit consent.

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of your direct healthcare needs. It, therefore, may be important for them to be able to access your information to ensure they may properly deliver their services to you:

A. Hospital professionals (such as doctors, consultants, nurses, etc);

B. Other GPs/Doctors;

C. Pharmacists;

D. Nurses and other healthcare professionals (e.g. District Nurses & Midwives);

E. Dentists;

F. Any other person that is involved in providing services related to your general healthcare, including mental health professionals; e.g. Care Navigators, Pharmacists, Social Prescribers.

"How the NHS and care services use your information

The Red and Green Practice is one of many organisations working in the health and care system to improve care for patients and the public)[1].

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these 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

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this were allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

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

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

https://www.hra.nhs.uk/information-about-patients/ (which covers health and care research); and https://understandingpatientdata.org.uk/what-you-need-know (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until 2020 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation 'is / is not currently' compliant with the national data opt-out policy.[2] "

10. OTHER PEOPLE WHO WE PROVIDE YOUR INFORMATION TO

A. Commissioners;

B. Integrated Care Board - ICB

C. Local authorities;

D. Community health services;

e.g. Care and Health Information Exchange (CHIE) – formerly Hampshire Health Record

The CHIE is an electronic summary record for people living in Hampshire, Portsmouth and Southampton. GP Surgeries, hospitals, social care and community care teams collect information about you and store it electronically on separate computer systems. The Care and Health Information Exchange stores summary information from these organisations in one place so that – with your consent – professionals can view it to deliver better care to you. This record contains more information than the SCR but is only available to organisations in Hampshire. For more information Visit:

http://www.chie.org.uk

E. For the purposes of complying with the law e.g. Public Health, Police, Solicitors, Insurance Companies;

F. Anyone you have given your consent to, to view or receive your record, or part of your record. **Please note, if you give another person or organisation consent to access your record we will need to contact you to verify your consent before we release that record. It is important that you are clear and understand how much and what aspects of, your record you give permission to be disclosed.**

G. **Extended Access –** we provide extended access services to our patients which means you can access medical services outside of our normal working hours. In order to provide you with this service, we have formal arrangements in place with the Clinical Commissioning Group and with other practices whereby certain key "**hub"** practices offer this service on our behalf for you as a patient to access outside of our opening hours. This means, those key "**hub"** practices will have to have access to your medical record to be able to offer you the service. Please note to ensure that those practices comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those purposes only.

The key **Hub** practices are as follows:

- Partnering Health Limited (PHL) – currently offering appointments at Ringwood, Lymington and Winchester .
- The Frailty Service
- Tri Locality Care (TLC) –currently offering appointments at Romsey and Totton

H. **Data Extraction by the Integrated care Board**
We are part of the:
Hampshire and Isle of Wight Integrated care Board https://www.hantsiow.icb.nhs.uk/icb– the ICB at times extracts medical information about you, but the information we pass to them via our computer systems **cannot identify you to them.** This information only refers to you by way of a code that only your practice can identify (it is pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the ICB from **ever** identifying you as a result of seeing the medical information and we will **never** give them the information that would enable them to do this.

There are good reasons why the Clinical commissioning Group may require this pseudo-anonymised information, for example, to better plan the provision of services across a wider locality than at Practice level.

11. THIRD PARTY PROCESSORS

In order to deliver the best possible service, the Practice will share data (where required) with other NHS bodies such as other GP Practices and Hospitals. In addition the Practice will use carefully selected third party service providers. When we use a third party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, they do not use or share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by third parties includes:

- Companies that provide IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and service accessible through the same); data hosting service providers; systems which facilitate appointment bookings or electronic prescription services; document management services etc.
- Phone service provider that helps us to manage our phone system.
- Delivery services (for example if we were to arrange for delivery of any medicines to you).

Further details regarding specific third party processors can be supplied on request.

12. ANONYMISED INFORMATION

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

13. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

A. **Access and Subject Access Requests**

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please contact the surgery in writing. We will provide this information free of charge however, we may in some **limited and exceptional** circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have 28 days to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

B. **Online Access**

Online access to your medical record is available to all patients. However, there will be certain protocols that we have to follow in order to give you online access, including written consent and production of documents that prove your identity.

Please note that when we give you online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

C. **Correction**

D. We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.
Removal

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

E. **Objection**

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order

to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

F. **Transfer**

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

14. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

15. HOW WE USE THE INFORMATION ABOUT YOU

We use your personal and healthcare information in the following ways:

A. when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare;

B. when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

16. LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION

The Law says we need a **legal basis** to handle your personal and healthcare information.

CONTRACT: We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.

CONSENT: Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

NECESSARY CARE: Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position not to be able to consent.

LAW: Sometimes the Law obliges us to provide your information to an organisation (see above).

17. SPECIAL CATEGORIES

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

PUBLIC INTEREST: Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment;

CONSENT: When you have given us consent;

VITAL INTEREST: If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);

DEFENDING A CLAIM: If we need your information to defend a legal claim against us by you, or by another party;

PROVIDING YOU WITH MEDICAL CARE: Where we need your information to provide you with medical and healthcare services

18. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice.

19. UNDER 16s

We hold a separate Practice Privacy Policy for Under 16 year olds. This is available on our website or ask at Reception for a copy.

If you require a copy of this Privacy Notice in a different format please contact the surgery.

20. COMPLAINTS

If you have a concern about the way we handle your personal data, or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our Practice Manager.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office:

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

Tel: 0303 123 1113

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

21. OUR WEBSITE

Currently this is: Red and Green Practice

There is a privacy notice regarding the website found at the foot of the webpage: https://redandgreen.patientlink.digital/infopage/6422f01b49f3f84d6f702935

If you use a link to any other website from the Surgery's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

22. COOKIES

The Surgery's website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy. This is in a link at the bottom of our homepage on our website

23. SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

24. ORGANISATIONAL SECURITY

CCTV is in place outside our Practice. It has been installed solely for the safety and security of our patients and staff; to prevent and deter crime.

Images are recorded only when there is movement detected outside the building. The images are stored on a tape and only those authorised at the Practice and those delivering technical support services will have access to the system.

The CCTV only records images and does not record audio.

There are signs outside the Practice telling you that CCTV is in place.

We will only ever share information with the relevant internal personnel/authorities in connection with the safety and security of patients and staff and will not share with any other third parties.

25. TEXT MESSAGING, EMAIL AND CONTACTING YOU

We are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone or by E-mail in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have your up to date contact details. This is to ensure we are sure we are actually contacting you and not another person.

Please also note that the data protection and electronic communication laws do not stop us from sending public health messages to you, either by phone, text or email as these messages are not direct marketing.

If you do not wish to be contacted by text or email please notify the surgery.

26. WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Privacy Notice on our website, or a copy may be provided on request.

27. CHANGES TO OUR PRIVACY NOTICE

We regularly review and update our Privacy Notice.

This Privacy Notice was last updated on 10th February 2025

Appendix A

Who we share your information with and why

Activity	Rationale
Hampshire and Isle of Wight Integrated Care Board - ICB	**Purpose –** Anonymous information is shared to plan and design care services within the locality. **Legal Basis –** non identifiable data only. **Data Processor** – Hampshire and Isle of Wight ICB
Individual Funding Requests – The CSU	**Purpose –** We may need to share your information with the IFR team for the funding of treatment that is not normally covered in the standard contract. **Legal Basis –** The clinical professional who first identifies that you may need the treatment will explain to you the information that is needed to be collected and processed in order to assess your needs and commission your care; they will gain your explicit consent to share this. **Data processor** – We ask NHS South, Central and West Commissioning Support Unit (CSU) to do this on our behalf.
National Care records Service	Full details of the NCRS can be found here https://digital.nhs.uk/services/national-care-records-service#national-care-records-service-and-shared-care-records "*NCRS is a service that allows health and social care professionals to access and update a range of patient and safeguarding information across regional Integrated Care Systems (ICS) boundaries.* *The service provides a summary of health and care information for care settings where the full patient record is not required to support their direct care. The service is a web-based application and can be accessed regardless of what IT system an organisation is using and is the improved successor to the Summary Care Record application (SCRa)."* Patients have the right to opt out of having their information shared with the NCRS by completion of the form which can be downloaded here and returned to the practice. Please note that by opting out of having your information shared with the Summary Care Record could result in a delay to care that may be required in an emergency. **Processor –** NHS England and NHS Digital via GP connect

CHIE	**Purpose –** To provide Healthcare Professionals with complete, accurate and up to date information in the Hampshire area. This information comes from a variety of sources including GP practices, community providers, acute hospitals and social care providers. CHIE is used by GP out of hours, acute hospital doctors, ambulance service, GPs and others on caring for patients – you may opt out of having your information shared on this system. **Legal Basis** – This service is for your direct care and in an emergency. **Data Processor** – NHS SCW.
CHIA	**Purpose –** Is a database used for analysing trends in population health in order to identify better ways of treating patients. CHIA is a physically separate database, which receives some data from CHIE. Prior to this transfer from CHIE to CHIA patient identifiers are removed from the data. This includes names, initials, addresses, dates of birth and postcodes. NHS numbers are encrypted in the extract and cannot be read. This process is called 'pseudonymisation'. This subset of data does not include information typed in by hand, so there is no possibility of it containing references to family members or other people. It contains only coded entries for things like allergies and prescribed drugs. It is not possible to identify any patient by looking at the 'pseudonymised' data on the CHIA database. People who have access to CHIA do not have access to CHIE. Data in CHIA is used to plan how health and care services will be delivered in future, based on what types of diseases are being recorded and how many are being referred to hospital etc. Data is also used to help research into new treatments for diseases. **Legal basis –** You can opt out of this service **Data processor –** NHS SCW

General Practice Extraction Service (GPES)	**Purpose** : The General Practice Extraction Service (GPES) collects information for a wide range of purposes including providing GP payments for services they deliver, such as immunisations. Anonymised data can be used without patient consent, and Patient Identifiable data may be used when the information is supported by law or directly benefits patient care. Further information is available at: https://digital.nhs.uk/services/general-practice-extraction-service Personal confidential and Special Category data will be extracted at source from GP systems for the use of planning and research. Requests for data will be approved by the NHS Health Research Authority. Patients can register an opt out from their data being used for research and future planning by NHS England by visiting https://www.nhs.uk/your-nhs-data-matters/

	or calling by 0300 303 5678 **Processor** : NHS Digital
General Practice Data for Planning and Research (GPDPR)	**Purpose:** Patients personal confidential data will be extracted and shared with NHS Digital in order to support vital health and care planning and research. Further information can be found here Patients may opt out of having their information shared for Planning or Research by applying a National Data Opt Out or a Type 1 Opt Out. Details of how to Opt Out can be found on our Privacy Notice. For the National Data Opt Out patients are required to register their preference below. https://www.nhs.uk/your-nhs-data-matters/ For Type 1 Opt Out they can complete the form and return it to their registered practice for action. https://nhs-prod.global.ssl.fastly.net/binaries/content/assets/website-assets/data-and-information/data-collections/general-practice-data-for-planning-and-research/type-1-opt-out-form.docx **Legal Basis :** The legal basis for this activity can be found at this link : General Practice Data for Planning and Research: NHS Digital Transparency Notice - NHS Digital **Processor:** NHS Digital
Medication/Prescribing	**Purpose :** Prescriptions containing personal identifiable and health data will be shared with chemists/pharmacies, in order to provide patients with essential medication or treatment as their health needs dictate. This process is achieved either by face to face contact with the patient or electronically. Where patients have specified a nominated pharmacy they may wish their repeat or acute prescriptions to be ordered and sent directly to the pharmacy making a more efficient process. Arrangements can also be made with the pharmacy to deliver medication **Legal Basis :** Article 6(1)(e); "necessary… in the exercise of official authority vested in the controller' And Article 9(2)(h) as stated below Patients will be required to nominate a preferred pharmacy. **Processor** – Pharmacy of choice
Other GP practices	**Purpose -** We will enable other GPs and staff in other GP practices to have access to your medical record to allow you to receive acute medical care within that service. **Legal Basis** – this service is for your direct care and is fully consented, permission to share your medical record will be gained prior to an appointment being made in the service and again once you are in the consultation. **Data processor** – Your registered surgery will continue to be responsible for your full medical record.
Community Nursing - Complex Care Team Diabetes Team	**Purpose -** We will enable the Community Nursing Team to have access to your medical record to allow you to receive care from the community nurses for the services listed.

Home Visiting Service Leg Ulcer Service Heart Failure Service Multi-Disciplinary Team District Nurses Midwives Frailty Team	**Legal Basis** – these services are for your direct care and is fully consented, permission to share your medical record will be gained prior to an appointment being made in the service **Data processor** – Your registered surgery will continue to be responsible for your full medical record
Pharmacists from the ICB	**Purpose –** to provide monitoring and advice in line with the national directive for prescribing. Anonymous data is collected by the ICB **Legal Basis** – direct care. **Data Processor** – Hampshire and Isle of Wight ICB
MASH – Multi Agency Safeguarding Board - Safeguarding Children Safeguarding Adults	**Purpose –** We share information with health and social care authorities for safeguarding issues. **Legal Basis -** Because of public Interest issues, e.g. to protect the safety and welfare of patients we will rely on a statutory basis rather than consent to share information for this use. **Data Processor** – Multi Agency Safeguarding Authorities.
Risk Stratification	**Purpose –** Risk stratification is a process for identifying and managing patients who are at high risk of emergency hospital admission. Risk stratification tools use various combinations of historic information about patients, for example, age, gender, diagnoses and patterns of hospital attendance and admission and primary care data collected from GP practice record systems. GPs will be able to identify which of their patients are at risk in order to offer a preventative service to them. **Legal Basis -** Risk stratification has been approved by the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority NHS England encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to help and prevent avoidable hospital admissions and to promote quality improvement in GP practices. **Data Processors** – NHS South, Central and West Commissioning Support Unit (CSU) to assist us with providing Risk Stratification tools. **Data Processing activities for Risk Stratification –** The GP practice instructs its GP IT system supplier to provide primary care data identifiable by your NHS Number.

	Opting Out - If you do not wish information about you to be included in our risk stratification programme, please contact the GP Practice. They can add a code to your records that will stop your information from being used for this purpose. Further information about risk stratification is available from:https://www.england.nhs.uk/ourwork/tsd/ig/risk-stratification/
Quality monitoring, concerns and serious incidents	**Purpose –** We need to ensure that the health services you receive are safe, effective and of excellent quality. Sometimes concerns are raised about the care provided or an incident has happened that we need to investigate. You may not have made a complaint to us directly but the health care professional looking after you may decide that we need to know in order to help make improvements. **Legal Basis** – The health care professional raising the concern or reporting the incident should make every attempt to talk to you about this and gain your consent to share information about you with us. Sometimes they can do this without telling us who you are. We have a statutory duty under the Health and Social Care Act 2012, Part 1, Section 26, in securing continuous improvement in the quality of services provided. **Data processor** – We share your information with health care professionals that may include details of the care you have received and any concerns about that care. In order to look into these concerns we may need to talk to other organisations such Hampshire, Southampton and Isle of Wight CCG as well as other Public bodies and Government agencies such as NHS Improvement, the Care Quality Commission, NHS England as well as the providers of your care.
Commissioning, planning, contract monitoring and evaluation	**Purpose –** We share aggregated, anonymous, patient data about services we have provided. **Legal Basis -** Our legal basis for collecting and processing information for this purpose is statutory. We set our reporting requirements as part of our contracts with NHS service providers and do not ask them to give us identifiable data about you. If patient level data was required for clarity and extensive evaluation of a service, consent will be gained for the surgery to share this information. **Data Processor** – Various organisations, ICB, third party organisations commissioned by the NHS to perform actuarial services, NHS England **eConsult** – anonymised aggregated numbers of contacts are shared for the online consultation tool.

National Registries	National Registries (such as the Learning Disabilities Register) have statutory permission under Section 251 of the NHS Act 2006, to collect and hold service user identifiable information without the need to seek informed consent from each individual service user.
Care Quality Commission	CQC has powers under the Health and Social Care Act 2008 to access and use information where they consider it is necessary to carry out their functions as a regulator. CQC relies on its legal powers to access information rather than consent, therefore may use its powers to access records even in cases where objections have been raised. CQC Privacy Notice is ***available on the CQC website***
Surveys and asking for your feedback	Sometimes we may offer you the opportunity to take part in a survey that the practice is running. We will not generally ask you to give us any personal confidential information as part of any survey. **Legal Basis** – you are under no obligation to take part and where you do, we consider your participation as consent to hold and use the responses you give us.
Screening	**Purpose -** To support disease monitoring and health prevention for specific patients **Legal Basis -** Your consent is sought either implicitly or explicitly. You are invited to be screened either by the practice or the screening provider directly. You can choose to consent or dissent at any point in the screening.
Hampshire County Council	**Purpose -** To support disease monitoring and health prevention for specific patients **Legal Basis -** Your consent is sought either implicitly or explicitly. You are invited to be screened either by the practice or the screening provider directly. You can choose to consent or dissent at any point in the screening.
Phone Provider	**Purpose –** To help managers, receptionists and clinical staff achieve critical goals. Linking the telephony and patient management system speeds up patient verification, improves patient service and assists with metrics. **Legal Basis :** Article 6(1)(e); "necessary… in the exercise of official authority vested in the controller' And Article 9(2)(h).
Other organisations who provide support services for us	**Purpose** - The Practice may use the services of additional organisations (other than those listed above), who will provide additional expertise to support the Practice. **Legal Basis -** We have entered into contracts with other organisations to provide some services for us or on our behalf. NHS England use City Sprint to transfer medical records

	Continence and Stoma Service – for direct care in providing continence/stoma products and monitoring. i-Talk Counselling service Signposters Dementia Friendly Springboard Health Visitors Palliative Nurses Clinical Waste Midwives Frailty Service
GP Connect	We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it, to support direct patients care, leading to improvements in both care and outcomes. The NHS 111 service (and other services determined locally e.g. Other GP practices in a Primary Care Network) will be able to book appointments for patients at GP practices and other local services. GP Connect is not used for any purpose other than direct care. Legal basis - 6.1.e - NHS Contract authority 9.2.h - delivery of direct health care

Accurx Scribe – transcribing software	The aim of the Accrux platform is to improve communications between healthcare staff and patients to improve outcomes and productivity. The software will be used by clinicians to transcribe the consultation with the patient, giving time for them to engage with the patient and improve the patient experience. Consent will be obtained at the start of the consultation, and the resulting transcription will be checked by the clinician for accuracy before filing to the patient record.
Heidi	This software is a tool to assist the GP in consultations with the patients - it records a transcript of the consultation; this is checked by the GP before adding to the patient records. To assist the GP with the patient, to concentrate on the patient rather than typing the notes at the same time.
IGPR	We use IGPR to complete Insurance Reports, they will fully redact the patient record, they will provide a fully managed service between the patient record and the Insurance provider. Consent will be obtained by the patient, and all relevant information will be provided. The patient will have the choice to see the report, and the GP should they chose to. Should we decide to use IGPR for other services, all the above is still relevant.

	Creates electronic auto-redacted Medical Reports at a click of a button, reducing processing time to less than 10 minutes. Produces copies of patient records for SARs in seconds without the need for printing and posting GDPR and ICO compliant removing all third-party references and sensitive information Transmits completed SARs requests electronically and securely to your patients Fully accredited by EMIS Health
Jiff Jaff RPA Bot Installation	We use this to automate any 'normal' Lab results that come into the Practice, this is to assist the clinicians in their workload, so they concentrate on other results. This is a Robotic Process Automation (RPA) Bot to support some of the practice admin tasks for clinicians such as normal pathology test results received electronically via clinical systems this will in turn relieve pressure on existing staff and reducing the volume of work needing manual input.