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— INFORMATION · GOVERNANCE · CONSULTANCY —

Orchard Surgery and Your Information

Orchard Surgery takes your privacy very seriously. We are registered with the Information Commissioner's Office as a Data Controller and our registration number is Z6648476.

If you have any questions or wish to make a request in relation to your information, please contact us at;

Orchard Medical Practice, Orchard Street, Ipswich, IP4 2PZ

Data Protection Officer details:

Emma Cooper
PgDip Information Rights Law and Practice
Kafico Ltd
www.kafico.co.uk

Orchard Surgery aims to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your 'health care record' and may be stored in paper form or on computer and electronic systems and may include **Personal Data**;

- basic details about you, such as address, date of birth, NHS number, and next of kin

as well as **Sensitive Personal Data**;

- contact we have had with you, such as clinical visits
- notes and reports about your health
- details and records about your treatment and care
- results of x-rays, laboratory tests etc.

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Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

What do we do with your information?

- Refer you to other healthcare providers when you need other service or tests
- Share samples with laboratories for testing (like blood samples)
- Share test results with hospitals or community services (like blood test results)
- Allow out of hours or extended hours GPs to look at your health record when you are going to an appointment
- Send prescriptions to a pharmacy
- Patients are texted in relation to healthcare services
- Samples are provided to the courier for delivery to pathology
- Share reports with the coroner
- Receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital

See below for a list of the partners that we usually share with.

Orchard Surgery has signed a Suffolk Wide Information Sharing Agreement which allows health and social care providers to agree a secure and lawful way to share your information.

What else do we do with your information?

Along with activities related directly to your care, we also use information in ways which allow us to check that care is safe and provide data for the improvement and planning of services.

- Quality / payment / performance reports are provided to service commissioners
- As part of clinical research – information that identifies you will be removed, unless you have consented to being identified
- Undertaking clinical audits within the practice
- Supporting staff training

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CCTV

CCTV is in place in the public areas of 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 24 hours a day and stored on the hard drives of the recording devices that are situated in secure areas and only the practice managers and those delivering technical support services will have access to the system.

The CCTV only records images and does not record audio.

All CCTV recordings are stored on our recording devices for 14 days before being deleted.

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

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

Visitors to the practice have the right to request to see images of themselves on CCTV as part of a request made under the privacy legislation. Like all subject access requests, it should be made in writing.

We have followed the CCTV guidelines produced by the Information Commissioners' Office.

Sharing when Required by Law

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults, reporting infectious diseases or where required by court order.

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Information Access and Rights

Data protection law provides you with a number of rights that the practice is committed to supporting you with;

Right to Access

You have the right to obtain:

Confirmation that your information is being used, stored or shared by the practice

A copy of information held about you

We will respond to your request within one month of receipt or will tell you when it might take longer.

We are required to validate your identity including the identity of someone making a request on your behalf

Right to Object or Withdrawn Consent

We mainly use, store and share your information because we are permitted in order to deliver your healthcare but you do have a right to object to us doing this.

Where we are using, storing and sharing your information based on explicit consent you have provided, you have a right to withdraw that consent at any time.

Our Data Protection Officer will be happy to speak with you about any concerns you have.

Right to Correction

If information about you is incorrect, you are entitled to request that we correct it

There may be occasions, where we are required by law to maintain the original information – our Data Protection Officer will talk to you about this and you may request that the information is not used during this time

We will respond to your request within one month of receipt or will tell you when it might take longer.

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Complaints

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the link below for more information.

For more detailed information on your rights visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Case Finding

Sometimes your information will be used to identify whether you need particular support from us.

Those involved in your care might look at particular 'indicators' (such as particular conditions) and contact you or take action for healthcare purposes. For example, this might be to prevent you from having to visit accident and emergency by supporting you in your own home or in the community.

We will use automated technology to help us to identify people that might require support but ultimately, the decision about how or whether to provide extra support you is made by those involved in your care.

Our Data Protection Officer will be happy to speak to you about this if you have concerns or objections.

Information Technology

The practice will use third parties to provide services that involve your information such as;

- Removal and destruction of confidential waste
- Provision of clinical systems
- Provision of connectivity and servers

Data analytics or warehousing (these allow us to make decisions about care or see how effectively the practice is run – personal data will never be sold or made available to organisations not related to your care delivery)

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We have contracts in place with these third parties that prevent them from using it in any other way that instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

Please see below to find out more about our sharing partners and providers.

How do we Protect your Information?

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this;

Staff receive annual training about protecting and using personal data

Policies are in place for staff to follow and are regularly reviewed

We check that only the minimum amount of data is shared or accessed

We use 'smartcards' to access systems, this helps to ensure that the right people are accessing data – people with a 'need to know'

We use encrypted emails and storage which would make it difficult for someone to 'intercept' your information

We report and manage incidents to make sure we learn from them and improve

We put in place contracts that require providers and suppliers to protect your data as well

We do not send your data outside of the EEA

How Long Do We Keep Your Information?

In line with the Department of Health Code, we will retain / store your health record for your lifetime. When a patient dies, we will review the record and generally it will be destroyed 10 years later, unless there is a reason to keep it for longer.

If you move away or register with another practice, we will send your records to the new practice.

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Appendix A – Orchard Surgery Routine Sharing Partners

Processing Activities	Sharing Partners (including any third party providers of services)	Link
Referral	West Suffolk Hospital	http://www.wsh.nhs.uk/Home.aspx
	Colchester Hospital	www.colchesterhospital.nhs.uk/
	Nuffield Hospital	https://www.nuffieldhealth.com/hospitals/ipswich
	Papworth Hospital	http://www.royalpapworth.nhs.uk/
	Ipswich Hospital	http://www.ipswichhospital.nhs.uk/
	Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
	Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
	Allied Physios.	http://ahpsuffolk.co.uk/
	Suffolk Social Services.	https://www.suffolk.gov.uk/adult-social-care-and-health/
	Wellbeing Suffolk (Mental health)	www.nsfh.nhs.uk/Our-services/Pages/wellbeing-suffolk.aspx
	East Anglian Ambulance Service.	https://www.eastamb.nhs.uk/
	BMI Hospital	https://www.bmihealthcare.co.uk/hospitals/bmi-st-edmunds-hospital
	Suffolk GP Federation	https://suffolkfed.org.uk/
	NHS Continuing Healthcare.	http://www.ipswichandeastsuffolkccg.nhs.uk/Localservices/ContinuingHealthcare.aspx
	Express Diagnostics (24hr ECGS)	www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/
	Care Co-ordination Centre	http://www.suffolkcommunityhealthcare.co.uk/OurServices/TheCareCoordinationCentre.aspx
	St Elizabeth Hospice	https://www.stelizabethhospice.org.uk/
Customer First	https://secure.suffolkcc.gov.uk/customerservice/csd/SCC/product.aspx?ProductID=SCC_Customer_First_RE	

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	ONE LIFE suffolk	https://onelifesuffolk.co.uk/
	Slimming World	https://www.slimmingworld.co.uk/health/swor/how-does-it-work.aspx
	Suffolk family carers	https://suffolkfamilycarers.org/professionals/
	Turning Point	http://www.turning-point.co.uk/
	Sue Ryder Dementia	http://www.sueryder.org/care-centres/neurological-centres/the-chantry/care-services/dementia-together
	Bupa	https://finder.bupa.co.uk/Hospital/view/52979/west_suffolk_hospital
Discharge notices	CareUK	www.careuk.com/care-homes/our-care-homes/our.../improving-services-in-suffolk
	Express Diagnostics (24hr ECGS)	www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/
	St Elizabeth Hospice	https://www.stelizabethhospice.org.uk/
	St Nicolas Hospice	https://stnicholashospice.org.uk/
	CCC	http://www.suffolkcommunityhealthcare.co.uk/Our-Services/TheCareCoordinationCentre.aspx
	The Pathology Partnership	https://www.healthwatchesuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip...
External Agency Out of Hours Patient Care	Care Uk OOH	http://www.suffolkoutofhours.nhs.uk/locations
GP+	Suffolk GP Federation	https://suffolkfed.org.uk/
Discharge notices	West Suffolk Hospital	http://www.wsh.nhs.uk/Home.aspx
	Ipswich Hospital	http://www.ipswichhospital.nhs.uk/
	Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
	Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
Patient Texts	SystemOne clinical system -TPP via NHSmail	https://www.tpp-uk.com/
Pathology Courier	The Pathology Partnership	https://www.healthwatchesuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip...
	North East Essex, Suffolk Pathology Services	http://www.ipswichhospital.nhs.uk/a-zofservices/clinicaldepartments/pathology.htm
Patient Notes Transfer	Capita	www.capita.com/
	CitySprint Courier	https://www.citysprint.co.uk/

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Police Requests	Suffolk Constabulary	https://www.suffolk.police.uk/
	Norfolk Constabulary	https://www.norfolk.police.uk/
Coroner reports	Suffolk Coroners Service	https://www.suffolk.gov.uk/births-deaths-and-ceremonies/the-coroner-service/
Quality, performance, payment and safety reports, DBS Service	ACE	www.acecic.co.uk/
	East Anglian Diabetic Eye Screening	www.eadesp.co.uk/
	Provide	https://www.nhs.uk/Services/Trusts/Overview/DefaultView.aspx?id=3446
	CQRS	https://digital.nhs.uk/calculating-quality-reporting-service
	NHS England	https://www.england.nhs.uk/
	IESCCG	www.ipswichandeastssuffolkccg.nhs.uk/AboutUs.aspx
	Public Health	https://www.suffolk.gov.uk/adult-social-care-and-health/public-health/
Provision of IT Systems and Support	NELCCG	www.nelcsu.nhs.uk/
Provision of clinical system	TPP (SystemOne)	https://www.tpp-uk.com/
Medicines Management	IESCCG	www.ipswichandeastssuffolkccg.nhs.uk/AboutUs.aspx
Driving Licence Checks	DVLA	https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency
Drug Safety	NRLS	https://report.nrls.nhs.uk/GP_eForm
DWAP requests	DWP	https://www.gov.uk/government/organisations/department-for-work-pensions
Patient Liason	PALS	Various
Banking	Natwest, Tavern Street, Ipswich	https://www.business.natwest.com/
Confidential Waste Removal	Shred Station	www.shredstation.co.uk
Payroll	PayeDoc Payroll Services, 174 holylake Road, Moreton, wirral, Merseyside, CH46 8TQ	http://www.gppayroll.org.uk/
CCTV	STC Solutions	www.stcsolutions.co.uk
Electronic Prescribing Services		
Various pharmacies across Suffolk - see https://psnc.org.uk/dispensing-supply/eps/		

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