

## How we store your data

All computerised data is stored on a system that is password protected, with regular password changes. All manual files are kept in a locked room. When we print off personal information and it is no longer needed, it is kept in shredding consoles and destroyed onsite regularly, by an independent company

## Your rights to access your data

Under the General Data Protection Regulations 2018, individuals have the right to request access to their own medical record. Ask at reception for an access form entitled 'Application to Access Medical Records'. Ensure that the form is fully completed, using a separate sheet of paper if necessary. Your request will be considered and you will be advised as soon as possible, and within 30 days.

## How do we ensure your data is safe?

At Old Town Surgery we have systems in place to ensure that all data stored about each of our patients is processed lawfully

This means we have policies in place and staff are trained to deal with your data sensitively.

## Everyday Confidentiality

All staff have access to your medical and personal details which is required in relation to their roles. Staff do not access data unless it is part of their job.

All staff undergo training on confidentiality and have signed a confidentiality agreement. They are trained to not disclose information to a third party.

If a relative want to know information about one of our patients we will not disclose this unless we have the written consent of the patient.

## Young People

There is a separate policy and information leaflet for young people. Please ask a member of staff if you would like a copy of our leaflet for Young People which includes information about confidentiality.



## What we do with your medical information



Appointments & General Enquiries

Tel: (01793) 616057

Email: [ots@nhs.net](mailto:ots@nhs.net)

Website: <https://oldtown.gpsurgery.net>

## What information do we record about our patients?

The practice stores information on a database about each of its patients.

The database is used to record your medical history and any consultations that you may have with a doctor, nurse or health care assistant.

This includes information on all medication (current and discontinued).

We may need to refer you to hospital or other services and we need to gain your consent to do this (see section on YOUR OPTIONS ON SHARING DATA).

All letters, faxes, emails relating to tests, discharge from hospital, out of hours reports, accident and emergency reports are also scanned into each relevant patients records so we have a full and complete medical history.

There is usually a paper file kept for each patient too. Paper files are kept in a locked room.

## How else may your data be processed?

If you get referred to another service, your information will be shared with this service.

Your consent will have been obtained during the GP consultation.

Sometimes the practice is involved in national or local health audits and we may be required to send data to an NHS organisation.

However, on these occasions data is sent without personal details so individuals can not be identified.

The practice may be approached by social services or the police for information on patients. Information is not disclosed unless there is a risk to the patient or wider society.

The police are usually required to supply a warrant to access data about a patient.

## Your options on data sharing

**We need you to consent to how we share your data.**

**There are 3 OPTIONS:**

1. We share your information with partner organisations such as the hospital (if you need a referral), community teams, Out of Hours services and the Swindon Clinical Commissioning Group who process referrals or via the anonymised audits conducted by NHS England

OR

2. You can request that we share with other organisations (as above) but only with added security. This will mean that you get sent a text or email with a pin number when you go to another organisation and they need to access your medical record. They will not be able to open your record without this pin number

OR

3. You can request that none of your data is shared with any organisation. If you do need a referral to hospital we will gain your explicit consent at the time of the referral.