



Willow Medical Practice

Willow Medical Practice Privacy Notice

Current as of: 13/01/2022



Introduction

The Willow Medical Practice take privacy very seriously and are currently updating all our records and processes to ensure that we are fully meeting the data protection standards introduced by the General Data Protection Regulation (GDPR) on 25 May 2018. We are registered as data processors with the Information Commissioner's Office (ICO).



Why and when your consent is necessary

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff that need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.



Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for practice audits and business processes (e.g. staff training).



What personal information do we collect?

The information we will collect about you includes your:

- names, date of birth, addresses, contact details
- Carer or next of kin.
- Records of appointments and telephone calls
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors



How do we collect your personal information?

Our practice may collect your personal information in several different ways.

1. When you make your first appointment our practice staff will collect your personal and demographic information via your registration form.
2. When your registration is approved by The BSO we will receive your records from your previous GP.
3. During the course of providing medical services, we may collect further personal information.
4. We may also collect your personal information when you visit our website, send us an email or SMS, telephone us, make an online appointment
5. In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - your guardian or responsible person
 - other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services



When, why and with who do we share your personal information?

All health and adult social care organizations are required to share information about patients by law; this is to improve the care delivered to the patient. An additional requirement is that the patient's unique H&C ID is used.



Who we share information with:

- with other healthcare providers
- when it is required or authorised by law (e.g. court subpoenas)
- when it is necessary to lessen or prevent a serious threat to a patient's life, health or safety or public health or safety, or it is impractical to obtain the patient's consent
- to assist in locating a missing person
- for the purpose of confidential dispute resolution process
- when there is a statutory requirement to share certain personal information (e.g. some diseases require mandatory notification)

Only people who need to access your information will be able to do so. Other than in the course of providing medical services or as otherwise described in this policy, our practice will not share personal information with any third party without your consent.

We will not share your personal information with anyone outside the Practice (unless under exceptional circumstances that are permitted by law) without your consent.



How do we store and protect your personal information?

Your personal information may be stored at our practice in various forms.

1. as paper records
2. electronic records

Our practice stores all personal information securely.

Paper records are stored in a secured environment. Notes are stored in a secure room only accessed by practice staff by Key.

Electronic records: Only accessed by Practice staff and password protected. All employed staff have signed confidentiality agreements in their contract of employment. Hospitals and Out of hours providers can access a summary of main diagnosis and current medication to aid your attendance at A&E and OOH.



How can you access and correct your personal information at our practice?

You have the right under GDPR to request access to, and correction of, your personal information.

We require you to put this request in writing by completing a Subject Access Request (SAR). The practice will deal with the request within 30 days.

Our practice will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time to time, we will ask you to verify that your personal information held by our practice is correct and current. You may also request that we correct or update your information, and you should make such requests in writing to practice/practice manager.



How can you lodge a privacy-related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing to the Practice Manager. We will then attempt to resolve it in accordance with our Practice Complaints procedure.

You may also contact the ICO. For more information, visit ico.org.uk and select 'Raising a concern'.



Policy review statement

We regularly review our privacy policy and any updates will be published on our website. Posters will also be updated to reflect the changes.