

PRIVACY STATEMENT

The Poundbury Clinic aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This privacy notice does not provide exhaustive details of all aspects of the collection and use of personal information by The Poundbury Clinic. However, we are happy to provide any additional information or explanation needed.

How We Use Your Information

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your records are used to:

- Provide a basis for all health decisions made by professionals with and for you.
- Work effectively with others health professionals providing you with care.

We also may use, or share, your information for the following purposes:

- Investigating concerns, complaints or legal claims;
- Helping staff to review the care they provide to make sure it is of the highest standards;
- Training and educating staff;

Disclosure of Information

We work with a number of partner agencies to provide services to you. Below is a list of organisations that we may share your information with:

- NHS hospitals
- Relevant GP Practices
- Pharmacies
- Private sector providers (private hospitals, private laboratories, private clinics)
- Independent health care providers
- Medical billing companies

This list is not intended to be exhaustive and we may well share data with other health services but it will always be for the purpose of your direct care.

We may also share your information, with your consent, and subject to strict sharing protocols, about how it will be used.

Computer systems

The Poundbury Clinic uses clinical computer systems including Crosscare and Meditex on which staff record information securely. This information can then be shared with other clinical practitioners so that everyone caring for you is fully informed about your medical history, including allergies and medication.

MidexPro is used for invoicing purposes and stored securely.

We consider patient consent as being the key factor in dealing with your health information.

How we keep your information confidential and secure

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common-Law Duty of confidentiality.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

At all times your information is kept secure. We use encryption for sending electronic Information.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure

All persons at The Poundbury Clinic sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical practice staff in order to perform tasks enabling the functioning of the practice. These are, but not limited to:

- Typing referral letters to patients, hospital consultants or health professionals;
- Opening letters from hospitals and consultants;
- Scanning clinical letters, pathology, radiology reports and any other documents not available in electronic format;
- Photocopying or printing documents for referral ;
- Handling, printing, photocopying and postage of medico legal and life assurance reports and of associated documents.

GDPR - Can I access my records?

The Data Protection Act 1998 (DPA) and the General Data Protection Regulation (replaces the DPA from 25 May 2018) gives every living person, or authorised representative, the right to apply for access to their health records. You have a right to ask for a copy of all records held about you. We record who has accessed your record, and when.

You can view your own health record, change how your record is accessed, and view an audit trail of who has accessed your record by make a request in writing to The Poundbury Clinic. If you think that anything in your record is factually inaccurate or incorrect, or would like any further detail about your information rights under the General Data protection Regulation, please inform us.

Who else may ask to access your information

- The law courts can insist that we disclose medical records to them; These will always be accompanied by your signed consent for us to disclose information. We will not release details about other people that are contained in your records (e.g. partner) unless we also have their consent;
- Insurance companies frequently ask for medical reports on patients These are always accompanied by your signed consent form. We must disclose all relevant medical conditions unless you ask us not to do so. In that case, we would have to inform the insurance company that you instructed us not to make a full disclosure to them.

You have the right, should you request, to see reports to insurance companies

Sharing your information without consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- where there is a serious risk of harm or abuse to you or other people; where a serious crime, such as assault, is being investigated or where it could be prevented;
- where we encounter infectious diseases that may endanger the safety of others, (but not HIV/AIDS);
- where a formal court order has been issued;
- where there is a legal requirement,

Changes to this privacy notice

We keep our privacy notice under regular review.

If you have any concerns about how we use or share your information, or you do not wish us to share your information, then please contact us.