

## Privacy Notice

Healthy Prestatyn Iach and Healthy Rhuddlan Iach is a Primary Care service managed by the Betsi Cadwaladr Health Board.

### What is a privacy notice?

A Privacy Notice is a statement to patients, service users, visitors, carers, the public and staff that describes how we collect, use, retain and disclose the personal information that we hold. This is sometimes also referred to as a Privacy Statement, Fair Processing Statement or Privacy Policy. This privacy notice is part of our commitment to ensure that we process your personal information and data fairly and lawfully.

### Why issue a privacy notice?

Betsi Cadwaladr University Health Board recognises the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values and being transparent and open.

This notice also explains what rights you have to control how we use your information.

### What are we governed by?

The key pieces of legislation/guidance are:

- General Data Protection Regulations
- Human Rights Act 1998 (Article 8)
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Health & Social Care Act 2012, 2015
- Public Records Act 1958
- Copyright Design and Patents Act 1988
- The Re-use of Public Sector Information Regulations 2015
- The Environmental Information Regulations 2004
- Computer Misuse Act 1990
- The Common Law Duty of Confidentiality
- Information Security Management – NHS Code of Practice

## Who are we governed by?

- NHS Wales
- Information Commissioners Office
- Health Inspectorate Wales
- Welsh Government

## Why and how we collect information

Information which can be accessed, where there is a need, includes:

- personal information, such as name, date of birth, gender;
- allergies;
- medication;
- hospital admission, attendances and referral dates;
- vaccinations and immunisation details;
- test results, including measurements such as blood pressure;
- diagnoses (current and past problems);
- treatments and medical procedures.

## How we use information

- To help inform decisions that we make about your care
- To ensure your treatment is safe and effective
- To work effectively with other organisations who may be involved in your care
- To support the health of the general public
- To ensure our services can meet future needs
- To review care provided to ensure it is of the highest standard possible
- To train healthcare professionals
- For research and audit
- To prepare statistics on performance
- To monitor how we spend public money

There is the potential to use your information to deliver care and improve health and care services across the NHS and social care. The information can be used to help:

- Improve individual care
- Understand more about disease risks and causes
- Improve diagnosis
- Develop new services
- Improve patient safety
- Evaluation of policy/procedures/pathway

It helps because

- Accurate and up to date information assists us in providing you with the best possible care
- If you see another healthcare professional, specialist from another part of the NHS, they can readily access the information they need to provide you with the best care possible.
- Where possible, when using information to inform future services and provision, non-identifiable information will be used.

## How information is retained and kept safe

Information is retained in secure electronic and paper records and access is restricted via passwords to the electronic computer system and in locked filing cabinets. It is important that information is kept safe and secure to protect your confidentiality. Under the NHS Confidentiality Code of Conduct, all staff are required to protect information, inform you of how your information will be used and allow you to decide and if an how your information can be shared. This will be noted in your records.

## What information will be blocked from viewing?

No information will routinely be blocked from viewing unless you specifically ask for information to be hidden. For example, it may be possible to hide particularly sensitive information from certain individuals. If you have any questions, please discuss this with a member of our management team.

## How will my information be kept secure and confidential?

Your GP medical record is stored on a secure computer system and access to it is strictly controlled. Everyone working with the practice has a legal, contractual and professional duty to keep information about you secure and confidential.

Qualified healthcare professionals are be able to access your GP medical record. This will usually be for the specific problem you are presenting with, and will allow the professional assessing you to have quicker, easier access to relevant information about you.

For example, Pharmacists may access your records when undertaking prescription reviews or answering any queries about your medication. This is to ensure that medicines are prescribed safely, efficiently and effectively.

Other staff within the practice, such as receptionists, will also have access to your medical record to carry out tasks such as processing prescriptions, delivering test results and directing you to the most appropriate healthcare professional.

The healthcare professionals accessing your records will normally be employed by Betsi Cadwaladr University Health Board (BCUHB). However, if a professional is working with us but not employed

by BCUHB (for example a locum doctor, or a healthcare student) they will have signed an agreement to confirm that they will follow the strict controls in place around the computer system itself, and around any staff who are allowed to access the system.

## Can I find out who has viewed my medical record?

Every time your electronic GP medical record is accessed an audit log is created. These audit logs are retained so if you are concerned that someone has inappropriately accessed your record, please discuss this with a member of our management team.

## Is there a danger someone else could hack into my record or that my information could be lost?

Contracts are in place with the suppliers of the clinical computer systems to ensure that they have robust security measures installed. These measures will prevent any information from being accessed without permission, lost or accessed inappropriately by a third party.

## Your right to withdraw consent

You have the right to refuse/withdraw consent to information sharing at any time. We will explain the possible consequences to you, which could include delays in you receiving care.

## Your NHS number, keep it safe

Every person registered with the NHS in England and Wales has their own unique NHS number. It is made up of 10 digits for example 123 456 7890.

Your NHS number is used by healthcare staff to identify you correctly. It is an important step towards improving the safety of your healthcare. To improve safety and accuracy always check your NHS number on correspondence the NHS sends to you.

If you don't know your NHS number, ask us. You may be asked for proof of identify for example a passport or other form of identity. This is to protect your privacy.

## Why am I being given this information?

In May 2018 new regulations come into place called General Data Protection Regulation (GDPR).

Under these regulations we have a responsibility to inform our patients how we share your information. Here is the legal bit- Our Lawful basis to do so is 6(1)e – processing is necessary for

the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

We also need to inform you of the Lawfulness of processing conditions 9(2)(h). Processing is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services on the basis of Union or Member State law or a contract with a health professional.

### **For further information**

If you would like additional information you can discuss the sharing of your medical records with a member of our management team.

### **Contacting the Health Board about your information**

Betsi Cadwaladr University Health Board has a senior person responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian and is the Deputy Medical Director.