

## How can you make a complaint

We take all complaints and concerns about privacy seriously. You should express any concerns in writing. We will then investigate and aim to resolve within 21 working days.

Please address to the practice manager.

You may also contact the ICO (information Commissioner Office) <https://ico.org.uk>

[Tel:0303 123 1113](tel:03031231113)

Our data controller is

The Scott Practice

Our contact details are:

The Scott Practice

Greenfield Lane

Balby

Doncaster

DN4 0TG

Tel 01302 850546

Our Data Protection Officer is:

Dr Dean Eggitt

Doncaster Local Medical Committee Ltd

Their contact details are:

Doncaster LMC

Oakwood Surgery

Masham Road

Doncaster DN4 6BU

## Who are our partner organisations?

We may share information with the following main partner organisations:

- Strategic Health Authorities
- NHS Trusts (Hospitals, PCTs)
- Special Health Authorities
- Ambulance Service

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

With:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

**Anyone who receives information from us also has a legal duty to:**

**KEEP IT CONFIDENTIAL!**

**If you require this leaflet in a different format or you need further information or assistance, please contact:**

## The Scott Practice

## How we use your Information



**Better information, better health**

**This leaflet explains:**

- **Why the Doctors Surgery collects information about you and how it is used**
- **Who we may share information with**
- **Your right to see your health records and how we keep your records confidential**

## Why we collect information about you

In the National Health Service we aim to provide you with the highest quality of 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.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- 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 test etc.,
- Relevant information from people who care for you and know you well, such as health professionals and relatives

How do we collect your personal information?

- When you register at the practice
- During the course of providing care
- When you telephone us, use the online services, communicate with us via email or social media, when you send us an email
- From other healthcare professionals
- From your guardian or responsible person

## How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

**Others may also need to use records about you to:**

- check the quality of care (such as clinical audit)
- protect the health of the general public
- keep track of NHS spending
- manage the health service
- help investigate any concerns or complaints you or your family have about your health care
- teach health workers and
- help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

## How can you access your personal information?

You have the right to request access to your personal information.

We request that this is put in writing, addressed to:  
The Practice Manager  
The Scott Practice  
Greenfield Lane

Balby  
Doncaster  
DN4 0TG

By law we have one month to make a hard copy available to you.

If you think any part of your information is incorrect, please inform us.

From time to time, we will ask you to verify that your information, such as telephone number and address is correct. You should also advise us as and when this information changes.

### How long do we hold your information?

GP records are retained until death or until the patient de-registers from the practice.

### How is your information stored?

Electronically in a cloud based password protected information system.

Paper – in locked cabinets

Audio – telephone recordings, on a secure hard drive

Video – when consented to be videoed – stored in locked rooms.

All practice staff and contractors are required to abide by our confidentiality procedures.