

Where to find us

Churchill Medical Centre Kingston
Clifton Road
Kingston Upon Thames
KT2 6PG

Open 8.00 am to 8.00 pm Mon to Fri, 8.30 am to 11.10 am Sat

Churchill Medical Centre Surbiton
1 Evesham Terrace,
St Andrew's Road
Surbiton,
KT6 4DS

Open 8.30 am to 12.00 pm and 4.00 pm to 6.00 pm Mon, Tues, Thu, Fri
8.30 am to 12.00 pm, 3.00 pm to 5.00 pm and 6.00 pm to 8.00pm Wed

Churchill Medical Centre Tudor
164 Tudor Drive
Kingston-Upon-Thames
KT2 5QG

Open 8.30 am to 12.00 pm and 4.00 pm to 6.00 pm Mon, Tues, Wed, Thurs
and Fri

Telephone system is open between 8.00 am and 6.30 pm Monday to Friday

Call 020 3727 2230.

Churchill Medical Centre



How we use your Health Records

- Why the NHS collects information about you and how it is used
- Who we share information with
- Your right to see your health records and how we keep your records confidential
- Care.Data Programme
- Summary Care Record
- GP2GP

Clifton Road
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KT2 6PG
Tel: 020 3727 2230
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Email: kinccg.churchill@nhs.net
www.churchillmedicalcentre.com

Why we collect information about you:

In the NHS 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 tests etc
- Relevant information from people who care for you or are involved in your health care such as other health professionals

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you
- Show you what they have recorded about you if you ask

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 health professionals
- Make sure your care is safe and effective
- 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 through clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service

Your rights

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence. The Disability Discrimination Act or Race Relations Acts may also apply.

Under the Data Protection Act 1998 and Access to Health Records Act 1990, you may request to see your medical records. Such requests should be made in writing for the attention of the Practice Manager and may be subject to a charge.

You are required to give us adequate information about yourself in order for us to process your request (for example your full name, date of birth, full address) and will be required to identify yourself before any information is released to you. We are required to respond to you within 40 days. If you think anything is inaccurate or incorrect, please inform the organisation holding your information, i.e. the practice if it is in your practice records or the hospital if it is in your hospital records.

You can also view parts of your medical records online. You will need to register to do this and will be provided with a username and password. In order to obtain your user information the practice will ask you to attend in person with a current form of photographic ID.

Notification

The Data Protection Act requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publically available from the Information Commissioner and further information can be found at:

<https://ico.org.uk/>

How we keep your records confidential

On a day to day basis, you may encounter the following ways in which we keep your information confidential:

The practice's phone number appears as a withheld number. This is to ensure that if you do not want anyone else knowing you have been in touch with the surgery, they cannot see who is calling on your mobile, or redial.

Members of the practice staff will not leave voicemails on house phones or generic answer machines.

We are only able to disclose information, no matter how trivial it may seem, to either yourself or another person we have your consent to speak to. Whilst you can make appointments for others, if you want to know any information about their appointments or their medical record we would require a form of consent first. This may be that you are asked to come to the phone to say you are happy for us to talk to someone else if someone is calling on your behalf, or to complete a consent slip if you would like someone else to regularly have access to your medical information. This can be withdrawn at any time.

If a referral to a hospital or community service is made and you wish to contact the hospital or service about your referral you will be asked to identify yourself. This may be through a Unique Booking Reference Number (UBRN), NHS Number or password.

Whilst these measures can be frustrating, they are in place to protect your confidential medical information and prevent anyone who you do not want to from having access to your medical records.

- 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 for statistical purposes. In these instances we take strict measure to ensure that individual patients cannot be identified.

We use anonymous data wherever possible, but on occasions we may use your personal 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 – for example, if you had a notifiable disease.

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted)

We will not share information that identifies you for any reason unless:

- You ask us to do so
- We ask and you give us specific permission
- We have special permission for health research purposes
- We have special permission because the interest or safety of the public are thought to be of greater importance than your confidentiality
- We have special permission if your safety is at risk

We have to do this by law. Our guiding principle is that we are holding your records in strict confidence

Summary Care Record

NHS Summary Care Records are now being used at the practice.

A Summary Care Record is an electronic record containing key health information which can be made available to NHS healthcare staff caring for you in an emergency or when the surgery is closed.

Your record contains the following:

1. Allergies and adverse drug reactions
2. Acute medication issued in the last 12 months
3. All current repeat medication
4. Past repeat medication ended in the last six months

This is the only information contained in the summary care record.

Your Summary Care Record is only available to healthcare staff in England who are directly involved in caring for you. Healthcare staff have to have an NHS Smartcard with a chip and pin passcode to access a summary care record and their details are recorded.

Healthcare staff will ask your permission every time they need to look at your Summary Care Record. If they cannot ask you, for example if you are unconscious, they may look at your Summary Care Record without asking you. If they do this, they will make a note on your record to say why they have done this and the access will be investigated to ensure that this was a valid reason.

Your Summary Care Record ensures that if you have an accident or become ill healthcare staff treating you will have access to important information about your health. As a GP Practice we are supporting the Summary Care Record, but as a patient you have a choice.

What you need to do next:

Yes I would like a Summary Care Record: no action required

No, I do not want a Summary Care Record: Please complete an opt-out form available from reception at the surgery or via our website.

You can change your mind at any time by telling us at the practice. More information about the summary care record can be found here: <http://www.nhscarerecords.nhs.uk/>

GP2GP

When you register at our surgery, your previous records are sent on to the surgery via NHS England. A system called GP2GP enables patients' electronic health records to be transferred directly and securely between GP practices. It helps to improve your care as the GP will have your previous records available from your first consultation. It also means if you register at a new practice, your electronic health care records can be seen by your new practice.

Care.Data Programme

The care.data programme works through a system called GPES which takes information from a GP record and sends it to the Health and Social Care Information Centre.

The type of information which is taken is:

- Individual codes (diagnoses, etc) but NOT the free text entries
- Patient DOB, gender, postcode
- NHS Number – not the patient's name.

The process for doing this is called the 'care.data' service. The information passed to the HSCIC will be used for future service planning on a local and national scale. The HSCIC may pass this information on to other bodies, such as researchers, after it has been extracted from the GP records.

You have three options:

1. Agree: take no action
2. Opt out of **ANY** information being taken from their record
3. Opt **IN** to information being taken to the HSCIC, but **OUT** of this information going any further.

More information is available here:

<http://www.england.nhs.uk/ourwork/tsd/care-data/>