

# How your information is used

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## About us

Arden Medical Centre is responsible for acting as your first point of contact for day-to-day healthcare needs. We provide treatment and support for a wide range of illnesses, co-ordinating additional care you may need from specialist providers and providing advice, education and support on the prevention of illnesses. Further information about the services we provide can be found on our website at: [www.ardenmedicalcentre.co.uk](http://www.ardenmedicalcentre.co.uk)

## Who we are and what we do

Arden Medical Centre has a duty to ensure that we provide a good standard of practice and care to all of our patients, this may include working with colleagues across health, social care, private and voluntary organisations to ensure that care is provided in the best interests of our patients.

## Your information

The details below tell you what information we (Arden Medical Centre) collect and hold about you, what we do with it, how we will look after it and who we might share it with. They also explain the choices you can make about the way your information is used and how you can opt out of any sharing arrangements that may be in place.

They cover information we collect directly from you or collect indirectly from other people or organisations that have provided services to you, such as hospitals, or other GPs.

This information is not exhaustive. We are happy to provide any additional information or explanation needed. Please see our contact details below:

Postal Address: Arden Medical Centre – FAO Practice Manager  
Downing Close, Knowle, B93 0QA  
Telephone Number: 01564 739194  
E-mail Address: ardenmedical.centre@nhs.net

## Caldicott Guardian

We have a person called a Caldicott Guardian who is responsible for making sure that your information is handled properly in line with your rights and the law. Our Caldicott Guardian is:

Caldicott Guardian: Dr. Jane Holt

Contact Details: Our Caldicott Guardian can be contacted using the contact details provided above.

## Senior Information Risk Officer

We have a Senior Information Risk Owner (known as a SIRO) who is responsible for ensuring that your information is handled securely. Our SIRO is:

Senior Information Risk Owner: Dr. Jane Holt

Contact Details: Our Senior Information Risk Owner can be contacted using the contact details provided above.

## How we use your information

Arden Medical Centre is responsible for directing, managing and providing the care you receive. We need to use information about you to enable us to do this effectively, efficiently and safely. Your information will also be used to design, develop, improve and pay for services funded by the NHS and to protect and improve the health of the public as a whole.

We make sure that any information we collect and use about you is protected and used in line with our duties under the Data Protection Act 1998, the Human Rights Act 1998 and the Common Law Duty of Confidentiality.

We are registered as a Data Controller with the Information Commissioner's Office. A Data Controller is an organisation which is responsible for deciding how your information is handled and making sure that your information is protected and used appropriately. The Information Commissioner's Office is the organisation which makes sure that your information is handled properly.

Our Data Protection Registration Number is **Z5243789**. You can view our Data Protection Registration here: <https://ico.org.uk/ESDWebPages/Entry/Z5243789>

## How we make sure that your information is protected

### Keeping your information safe and secure

We do a number of things to make sure that your information is safe; this includes making sure that the people we employ are honest and trustworthy and understand how they should handle your information safely.

We ensure that all laptops are encrypted, which means that any information held on them is scrambled so that someone who does not have the key cannot gain access to it.

We make sure that the computer systems we use are secure and protected against people who should not have access to your information being able to see it.

### Monitoring

We also carry out regular checks to make sure that the protection we have put in place is working properly and that your information is safe and secure.

### External organisations

We also make sure that any organisations who provide services to us, or who we work with are honest and trustworthy and have the same sort of protection in place as we do, including making sure that the people they employ are fully trained and that checks have been made to make sure that they are trustworthy and honest before they are employed.

## NHS staff duties

Everyone working for the NHS is required to comply with the Data Protection Act 1998, the Human Rights Act 1998 and the Common Law Duty of Confidence. Information provided to us in confidence will only be used for the purposes stated and where you have given your consent, unless there are other circumstances covered by the law.

Under the Data Protection Act 1998, all of our staff have to protect your information, inform you of how your information will be used, and let you decide if and how your information can be shared. Any decisions you make about how we can use information we hold about you will be recorded along with that information.

## Securely destroying your information when it is no longer needed

We only keep your information for as long as we need it to provide the service or comply with a legal obligation. When we no longer need to keep your information, we will securely destroy it.

If we have your information on paper, it will be stored in locked confidential waste bins until collected and securely shredded by a commercial company who visit our site.

If we have your information on a computer system, all copies will be deleted when it is no longer required. Before any electronic storage devices are disposed of by Midlands and Lancashire Commissioning Support Unit, the device will either be physically destroyed, so that information cannot be retrieved from it, or the information will be overwritten multiple times, which results in the deleted information being completely removed from the device.

## Information we may share

### Sharing with other NHS organisations

Everyone working within the NHS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

We will share information with the following main partner organisations:

NHS Trusts and hospitals that are involved in your care

Other General Practitioners where we refer you to another GP for a service that we do not provide

Ambulance Services

We also share your information with NHS Digital who are legally allowed to collect information in identifiable form from us under Section 259(1) of the Health and Social Care Act 2012. You are able to opt out of this type of sharing by telling us that you do not wish to have your information shared in this way. For further information please see the section entitled "[Your right to opt out of sharing some types of information](#)", below.

### Sharing with non-NHS organisations

You may be receiving care from other organisations as well as the NHS, for example Social Care Services. We may need to share some information about you with them so we can all work together

for your benefit if they have a genuine need for it or we have your permission. Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

Social Care Services

Education Services

Local Authorities

Voluntary and private sector providers working with the NHS.

We also share information such as childhood immunisations with Child Health Surveillance teams.

From time to time, there will be new data sharing requirements as the NHS systems gradually work more closely together. For Solihull, this also covers our work around preventing emergency admissions to hospital which involves identifying patients at risk and discussing their medical history with teams from district and community nursing, social care and some voluntary sector organisations commissioned to provide support to these more vulnerable patients.

From time to time our services are subject to checking by organisations such as the Care Quality Commission and our local clinical commissioning group. They may look at your record to ensure we are keeping appropriate and accurate records and meeting NHS targets for quality and safety.

We will not disclose your information to any other third parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information. If you choose not to agree to this when asked, we will record your decision to ensure that we do not share your information with that organisation in future.

If information is shared, we will only share the minimum amount of information necessary for them to provide the service or comply with their legal duty. We also ensure that an agreement is put in place which tells them what they can and can't do with your information and how they must protect it.

Further detail about what information we may share, is provided in the individual sections listed under the section entitled "[Why we collect, use and share information](#)" below.

## How long we keep your information

We only keep your information for as long as is necessary for the purpose we have collected it. We will keep information which makes up your GP health record for 10 years after death. If you have not visited Arden Medical Centre for a long period of time and we think you may have moved to a different country, we will keep your records for 100 years until we have received confirmation that you have left England, in which case we will destroy your records after 10 years.

General information about how long NHS organisations are required to keep different types of information can be found at <https://digital.nhs.uk/codes-of-practice-handling-information>

## Letting you know when things change

We check these details regularly to make sure that they are up to date and tell you how we are using your information. The last time these details were checked was March 2017.

## I have given consent for you to use my information and have changed my mind

If you have previously told us that we can use your information and you have now changed your mind, you can tell us using the contact details below. We will discuss this with you, to make sure that you understand how this will affect you.

Postal Address: Arden Medical Centre – FAO Practice Manager  
Downing Close, Knowle, B93 0QA  
Telephone Number: 01564 739194  
E-mail Address: ardenmedical.centre@nhs.net

## What to do if you are unhappy with the way we use your information

If you are concerned or not happy with the way we have collected or used your information, or you wish to raise a complaint, you can contact us using the contact details above.

You can also tell the organisation which is responsible for making sure that your information is handled properly, this organisation is called the Information Commissioner's Office who can be contacted at:

Postal Address: Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow,  
Cheshire  
SK9 5AF  
Telephone Number: 08456 30 60 60 or 01625 54 57 45  
Website: [www.ico.org.uk](http://www.ico.org.uk)

## Requesting access to your information

You are entitled to ask for a copy of the information we hold about you, or you can ask someone else to ask for a copy on your behalf.

A parent, guardian, a personal representative, or someone appointed by the Court can also request a copy.

## How to request a copy of your records

If you want to obtain a copy of any records we hold about you, you will need to make a written request, providing enough information to help us find the records you are asking for. If you only want to request certain parts of your record, for example, records relating to a specific period of time, please tell us when you request your records. To make sure that we don't give your information to someone else, we will also need you to provide us with proof of your identity which needs to be:

- Current Passport and Photo Driving Licence and a bank or building society statement to prove your address.

You can request electronic access to your medical records by completing a form that is available from reception. Proof of your identity will also be required to do this.

If you are posting your original identification documents to us, we would advise that you send them to us using Royal Mail Special Delivery, as this provides better protection, when sending identification documents, than the normal mail service, alternatively, you may hand deliver them. Once we have confirmed your identity, we will return the documents to you using Royal Mail Special Delivery, which will require your signature.

Please send requests to:

Postal Address: Arden Medical Centre  
Downing Close  
Knowle  
B93 0QA

You can also send your request via e-mail to [ardenmedical.centre@nhs.net](mailto:ardenmedical.centre@nhs.net) however, you will need to either send us your original identification documentation by post, or hand deliver them to Arden Medical Centre (see address above).

If you are unable to put your request in writing, please telephone us on 01564 739194 so that we can make alternative arrangements for you.

### How much does it cost?

The amount we are able to charge relates to whether the records you are requesting are held in paper form, electronically, or a mixture of the two. We are able to charge between £10.00 for records held wholly electronically and up to £50 for records held either in paper form, or for records which are partly held in paper form and partly in electronic form. Charges made will include the cost of postage, packing and printing.

### How long will it take?

The law gives us 40 calendar days to provide you with the information you have requested, but we will provide you with the information you have requested within 21 calendar days unless the amount of information is particularly large, or the request is complex, in which case, we may need to extend the response time up to a maximum of 40 calendar days. If we do need to extend the response time beyond 21 calendar days, we will contact you to let you know. The response time is counted from the date we receive enough information to help us identify the records you have requested, proof of your identity and payment of the fee.

### Withholding information about you

We will not give you parts of your information which we believe could cause you, or someone else serious physical or mental harm. We will not provide you with parts of your information which relates to someone else, unless they are a healthcare professional who has provided care to you.

### Correcting inaccurate information

We have to ensure that your information is correct and up-to-date, it is important that you tell us about any changes, for example if you move house, or change your telephone number.

If you believe that any information we hold about you is wrong, is not complete, or is out of date, please contact us at the address below. If we agree that the information is wrong or not complete, we will put it right. If we do not agree that the information is wrong, we will make a note on your record that you believe that the information is wrong, not complete, or is out of date.

### Further Information

If you have any queries or want to know more about the way we use your personal information, or if you don't want us to use your information in any of the ways listed below, please contact us using the details above.

## The types of information we can collect, use and share

### Information which identifies you

The doctors, nurses and team of healthcare professionals caring for you, keep records about your health and any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down in paper records or held on computer. These records may include:

Basic details about you such as name, address, date of birth, next of kin, landline and mobile telephone number etc., known as personal information and;

- Sensitive personal information including:

Contact we have had with you such as appointments or clinic visits.

- Notes and reports about your health, treatment and care.
- Results of x-rays, scans and laboratory tests.

Relevant information from people who care for you and know you well such as health professionals and relatives.

It is essential that your details are accurate and up to date, especially telephone numbers. Always check that your personal details are correct when you visit us, contact us via our website or by telephone and please inform us of any changes as soon as possible. Landline and mobile telephone numbers may be used to provide appointment details via SMS text messages and automated calls to advise you of appointment times. As the messaging system develops we might also contact you by text regarding other matters concerning your health and care.

### Information which does not identify you

Information may be used and shared for purposes other than direct care in forms which do not identify you, these include:

- Anonymised information – which does not tell us, or organisations we share it with, who you are.

- Pseudonymised information - where your personal details have been changed to an alias, so that we don't know who you are (known as pseudonymised information).
- Aggregated information – which is information about many people, which is grouped into categories and only shows total numbers, or total financial values.
- Linked information - some pseudonymised information we use and share is linked (using the alias) with other pseudonymised information about you.

### Primary and secondary care information

There are two types of information which are collected and used to provide you with healthcare. The first is Primary Care Information; this is information which is collected and used when you visit us here at Arden Medical Centre, the pharmacy, dentists and opticians for example. The second is Secondary Care information; this is information which is collected when you go to hospital for an outpatient appointment, x-rays or other tests, when you are admitted to hospital, if you go into a rehabilitation unit, or if you are admitted as an emergency to hospital for example.

### Why we collect, use and share information

We collect and use information for the reasons listed below. Please click on “find out more” for more information on each section:

- If you visit our website – [find out more](#)
- To provide you with direct healthcare services – [find out more](#)
- If we need to make a request to the NHS organisation who pays for your care (the Clinical Commissioning Group) for a treatment which is not normally funded by the NHS (known as Individual Funding Requests) – [find out more](#)
- If you want to raise a query, or concern, if you want to make a complaint, or to handle legal claims – [find out more](#)
- Ensure our services can meet patient needs in the future – [find out more](#)
- If we have received concerns about the safety of you, or someone else – [find out more](#)
- If we need to investigate a serious incident – [find out more](#)
- To help us identify high risk groups of patients, for example patients who may have falls and have to be admitted to hospital as an emergency. This will enable us and other organisations caring for you to take action to prevent this happening. This is known as Risk Stratification – [find out more](#)
- To enable us to offer additional support to our patients – [find out more](#)
- To conduct audits and reviews to ensure that the services we provide are of the highest standard and quality and to ensure that we have sufficient financial controls in place to ensure that public money is handled appropriately – [find out more](#)
- To provide medicines optimisation services – [find out more](#)
- To undertake health research and development - [find out more](#)
- If you make a request to access information about you, or about how the organisation is run, how much it spends in providing NHS funded services, or the decisions it makes relating to the provision of NHS services – [find out more](#)
- To help train and educate healthcare professionals – [find out more](#)
- To prepare statistics on NHS performance – [find out more](#)
- To ensure hospitals receive payment for the care you receive – [find out more](#)



## If you visit our website

### On-line Surveys

Sometimes we run surveys on our website so that we can get feedback from you. If we are thinking about changing existing services, or if we are thinking about adding new services, or if we want to find out which services need to be made better, we may run a survey to find out what you think.

When we run surveys on our website, we make sure that we cannot tell who you are. Sometimes, we might ask if we can contact you if we want to ask you some more questions, or if we want to understand what you think better. We will tell you how your information will be used on the first page of the survey.

Our website and any surveys we run are managed within the Practice, however, other off-line surveys, such as the National Patient Survey are run by external specialist survey companies commissioned by NHS England.

### On-line Registrations

If you are a new patient to the Practice you can register with us via our on-line form.

We collect the following information which identifies you:

- NHS Number
- Title, current and previous Names
- Date, Town and Country of Birth
- Gender, Ethnic Origin and Sexual Orientation
- Contact Details including current and previous Postal Address, Home and Mobile Telephone Numbers, E-mail Address
- Previous GP Name and Surgery Address
- Your Health History and Family Health History
- Occupation
- Carer Name, Address and Telephone Number
- Where any time has been spent in the armed forces, Address prior to enlisting and other details associated with time in the armed forces

The information collected will form part of your GP Patient Record, for further information about how we use this information, how long we keep it and the legal basis we rely upon when we collect it can be found at the section entitled [To provide direct healthcare services](#).

### Online Appointment Management

- If you have an on-line account, you can request an appointment on-line.
- We collect the following information in order for you to book an appointment:
  - Title and Name
  - Date of Birth
  - Gender
  - Contact Details including Home, Mobile and Work Telephone Numbers, E-mail Address

### On-line Repeat Prescriptions

We collect this information to enable us to prepare a prescription for medication, or other pharmaceutical products which the GP has identified as being on repeat for you.

We collect the following information in order for us to prepare the prescription for you:

- Title and Name

- Date of Birth
- Gender
- Contact Details including Postal Address, Home, Mobile and Work Telephone Numbers, E-mail Address
- Medication Required including strength and dosage

### To provide direct healthcare services

- The doctors, nurses and team of healthcare professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care.
- Information which identifies you is used to direct, manage and deliver the care you receive in an effective, efficient and safe way, to ensure that:
- The doctors, nurses and other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.
- Healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive.
- Your concerns can be properly investigated if a complaint is raised.
- Appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS, Social Care or health provider
- Any additional support you may need to prevent further ill health or worsening of current conditions can be identified, this is known as 'Risk Stratification' – for further information see the section entitled "[Risk Stratification](#)" below:

### Information which would identify you

We will be using the following information to identify, treat and support you:

- The information identified within [On-line Registrations](#) (above) together with:
- Contact we have had with you such as appointments or clinic visits.
- Notes and reports about your health, treatment and care.
- Results of x-rays, scans and laboratory tests.
- Relevant information from people who care for you and know you well such as health professionals and relatives.

### Legal basis for collection

The legal basis for us to collect and use your information for this purpose is informed consent. In some cases we would rely on implied consent. For example where we ask if you would like us to refer you to a hospital for further tests or treatment, consent to the referral, also implies consent for us to provide the hospital with sufficient information to enable them to identify you and understand the reasons for the referral.

In circumstances where you are unable to consent, for example, where you lack mental capacity, or if you were unconscious and unable to consent, and you have no nominated legal representative to speak on your behalf, we are legally able to access, use and share the minimum information necessary to protect your vital interests.

## How long we keep your information

We will keep information which makes up your GP health record for 10 years after death. If you have not visited Hampton Surgery for a long period of time and we think you may have moved to a different country, we will keep your records for 100 years until we have received confirmation that you have left England, in which case we will destroy your records after 10 years.

## Organisations we share your information with

We will share your information when referring you to organisations who are working with us to provide direct care to you, for example hospitals, community service providers, social care, voluntary organisations, private organisations. In all circumstances we will provide partner organisations with the minimum information to enable them to identify you and to understand the reason for referral. Where we are referring you to non-NHS organisations, we will discuss this with you and obtain your consent prior to referral.

When you have visited another care provider, in most cases, we are provided with information about your visit, to ensure that we know about any new diagnoses, any drugs you may have been prescribed and any treatments you may have received. This ensures that any ongoing care we provide to you does not conflict with the care provided by the other healthcare provider and enables us to complement and support that care.

As part of our integrated working with NHS partner organisations providing your care, if you consent, we may share selected, relevant information from your GP patient record with them when it is required for your care, as part of the Your Care Connected Project (YCC). Prior to the Practice signing up to this Project, you will have received information about the Project from us and you will have been given the opportunity to opt out of having your information available for sharing in this way – see [Opting out of the Your Care Connected Project](#) below. Agreeing for your information to be shared in this way will enable the treating organisation to look up the information detailed below from our GP patient system (access to this information will only be given if you not opted out of sharing your information in this way (see [Opting out of the Your Care Connected Project](#) below) and if you have given your explicit consent that they can access your record at that time, or where it is required to protect your vital interests). The information presented will be appropriate to the role of the person treating you, and may include:

- Allergies and Adverse Reactions
- Medication
- Hospital Admissions and Referrals
- Vaccinations and Immunisations
- Test Results
- Diagnoses
- Treatment
- Medical Procedures
- End of Life Wishes
- Demographics (Age, Gender etc.)
- Concerns related to the abuse of vulnerable children or adults

Pharmacy Technicians will only have access to a limited subset of the information detailed above which will include:

- Allergies and Adverse Reactions
- Medication
- Demographics

The following legally restricted and sensitive data will be excluded from the data available via the Your Care Connected Project:

- IVF Treatment
- HIV and AIDS
- Sexually Transmitted Diseases
- Gender Re-assignment
- Termination of Pregnancy

More information about the Your Care Connected Project can be found at:

<http://midlandscopyourcareconnected.nhs.uk/index.php/patient-information>

### Withdrawing consent

If you tell us that you have changed your mind and do not want us to use your information for direct care, we may not be able to provide care directly to you, or be able to refer you to other care providers. If you wish to withdraw consent, speak to us in order that we can discuss the implications of doing so with you.

### Opting out of the Your Care Connected Project

If you do not wish your records to be available to other NHS Provider Organisations who treat you, contact us and we will record the fact that you do not wish to be involved. This will mean that your record will not be available to those provider organisations when you visit them.

### Individual Funding Requests

In some circumstances we may feel that you would benefit from a drug or treatment which is not normally paid for by the NHS. If this is the case, we have to submit a request (known as an Individual Funding Request) to the Clinical Commissioning Group (CCG) who is responsible for paying for your care.

### Information which would identify you

We provide the following information which would identify you:

- NHS Number
- Name
- Postal Address
- Date of Birth

We also provide the minimum relevant information about your healthcare which relates to the drug or treatment for which funding is being requested for use in the decision-making process.

## Legal basis for sharing

The legal basis for us to share information for this purpose is specific informed consent from you (known as explicit informed consent), unless you are not able to provide consent yourself. If this is the case, someone acting for you, your GP, or another healthcare professional may make a decision to put in a request on your behalf because it is in the interests of your health and well-being.

## How long we keep your information

The information we provide from your GP patient record will be retained as part of the record for 10 years after death, however, the CCG will retain information relating to rejected individual funding requests for 2 years after the date of rejection, after which they will review it to confirm whether there is any need to keep it for a longer period.

## Organisations we share your information with

As part of the request, we have to provide relevant information to help the CCG decide whether you are eligible for the requested funding.

The information provided will be combined by the CCG with other relevant information provided by hospitals and other organisations who have been involved in your care, to help the CCG come to a decision.

Individual funding requests are handled on behalf of the CCG by an organisation called Arden and GEM Commissioning Support Unit. Further information can be found on NHS Solihull CCG's website at:

<http://solihullccg.nhs.uk/publications/2134-solihull-ccg-fair-processing-notice-v1-04-oct-2016/file>

## Withdrawing consent

If you tell us that you have changed your mind and do not want us to use your information to ask for funding, the CCG will not be able to decide whether you are eligible to receive funding for the drug or treatment you had asked for. If you wish to withdraw consent, speak to us in order that we can discuss the implications of doing so with you.

## If you want to raise a query, or concern, if you want to make a complaint, or to handle legal claims

Depending upon your query, concern, complaint, or legal claim, we will be using the following information to identify you:

- NHS Number
- Name
- Postal Address

Additionally, if your complaint, concern, or legal claim relates to your healthcare, we may need to use your relevant healthcare information.

## Legal basis for sharing

The legal basis for us to collect and use your information for this purpose is specific consent from you (known as explicit consent), unless you are not able to provide consent yourself, if this is the case you can agree to someone acting for you.

## How long we keep your information

We will keep information about your complaint, including your contact details, information about what has happened, information which we have found out with relates to your complaint and the outcome of your complaint is kept for 10 years after your complaint has been closed.

## Organisations we share your information with

We may need to contact and obtain information from other people who were either witnesses, or who have been involved in your complaint so that we can understand what has happened and sort it out for you. We will only do this once you have provided your specific consent (known as explicit consent).

## Withdrawing consent

If you tell us that you have changed your mind and do not want us to use your information in order to investigate a complaint about care you have received, we may not be able to investigate your complaint. If you tell us that you do not want us to use your information in order to investigate a complaint you have made on behalf of someone else, this may impact on our ability to investigate the complaint, particularly, if you were a witness to the care being complained about.

## Ensure our services can meet patient needs in the future

In order to ensure that we continue to improve the services we offer to meet the needs of a growing and ageing population which has increasingly complex needs, we will need to use your information to enable us to analyse demand, activity and gaps in service provision, allowing us to plan, resource and deliver improved services for our patients.

## Information which would identify you

Wherever possible anonymised information will be used for this purpose, however, in limited circumstances, it may be necessary to use identifiable information. Where identifiable information is used this may include:

- NHS Number
- Age and Gender
- Postcode (first 4 digits)

## Legal basis for collection

In the majority of cases information used will be anonymised or aggregated, however, in limited circumstances where this work cannot be completed without using identifiable information, the legal basis we rely upon for this purpose is specific informed consent (known as explicit informed consent).

## How long we keep your information

We will keep this information for 2 years after the project to which it relates has been completed.

## Organisations we share your information with

None

## Withdrawal of Consent

If you tell us that you have changed your mind and do not want us to use your information for this purpose, we will record the fact that you have withdrawn consent and ensure that your information is excluded from analysis using identifiable information.

## If we have received concerns about the safety of you, or someone else

We may receive information relating to concerns about the safety of you or someone else. This information might be from you directly, your relatives, or through other Health and Social Care organisations.

All Health and Social Care professionals have a legal duty to share information with appropriate agencies where Safeguarding concerns about children or adults have been received.

Where it is appropriate to do so, the sharing organisations will keep you informed of when information is required to be shared to provide you with assurance that the information will be shared securely, and the benefit to you or the person you are raising Safeguarding concerns about. Access to this information is strictly controlled and where there is a requirement to share information, for example with police or social services, all information will be transferred safely and securely ensuring that only those with a need to know about those concerns are appropriately informed.

## Information which would identify you

Depending on the concerns raised, we may need to use the following information to identify you, or the person you are concerned about:

- NHS Number
- Name
- Postal Address

## Legal basis for collection

We have a legal duty to use and share information relating to Safeguarding concerns with Safeguarding Boards and Multi-Agency Safeguarding Hubs where all members sign confidentiality agreements.

## How long we keep your information

We will keep information about the concerns raised, including your contact details, information about what has happened, information which we have found out which relates to those concerns for 8 years after we are sure that the person is safe.

## Organisations we share your information with

If we are told about someone who may be at risk of harm, we have a legal duty to share that information with Safeguarding Boards and Multi-Agency Safeguarding Hubs.

## Withdrawing consent

We have a legal requirement to provide information where there are Safeguarding concerns due to public interest issues, for example, to protect the safety and welfare of vulnerable children and adults.

## If we need to investigate a serious incident

If you have been directly involved in, or have witnessed a serious incident which relates to a service provided by the Practice, or a situation which arose whilst you were on Practice premises, we will need to use your information to undertake an investigation. The purpose of the investigation is to understand what happened and the underlying reasons for the incident happening. This will enable us to understand what went wrong, why it went wrong and what we can do in future to reduce the risk that the same thing happens again in future.

You will be told what requirements we have to meet and you will be asked for your consent if we want to share your information externally.

## Information which would identify you

Depending upon the incident, we may need to use the following information to identify you:

- NHS Number
- Name
- Postal Address

## Legal basis for collection

We are legally required to investigate all serious incidents.

## How long we keep your information

We will keep information about serious incidents, including your contact details, information about what has happened, information which we have found out which relates to the serious incident for 20 years after the incident has been reported.

## Organisations we share your information with

In some cases we may need to share information about the incident with other organisations, for example a regulator, or the Clinical Commissioning Group (CCG). In the majority of cases we will provide information in anonymised form, however, in certain circumstances we may need to share information which identifies you, if this is the case, we will inform you.

Any information about a serious incident shared with the CCG will be handled by Arden and GEM Commissioning Support Unit and Midlands and Lancashire Commissioning Support Unit who process the information about Serious Incidents on their behalf.

For further information about how NHS Solihull CCG handle information relating to Serious Incidents can be found at:

<http://solihullccg.nhs.uk/publications/2134-solihull-ccg-fair-processing-notice-v1-04-oct-2016/file>



## Withdrawal of consent

We have a legal duty to investigate all serious incidents. If you say that you do not want us to pass your information on to a regulator or the CCG, they may not be able to properly investigate the incident. There may be times when the law allows the CCG or the regulator to be provided with your information, for example where the information is vital to the investigation of an incident which has, or is very likely to have serious impacts on the health and wellbeing of one or more people.

## Risk Stratification

Risk stratification is a process for identifying and caring for patients with long term health conditions and patients who are at high risk of emergency hospital admission. NHS England encourages clinical commissioning groups (CCGs) and GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions, such as chronic obstructive pulmonary disease (COPD) and diabetes, to help prevent hospital admissions that could have been avoided. As well as helping General Practices to provide Direct Care support, risk stratification is used by the CCG to support planning and commissioning, for example, understanding the numbers of patients in the region who require services to support COPD will enable us to commission the right services to better manage periods of ill health and to improve the quality of the services we are able to offer you.

Risk stratification tools use a mix of historic information about patients such as age, gender, diagnoses and patterns of hospital attendance and admission, as well as data collected in General Practice.

NHS Digital provides information, identifiable by your NHS Number only, about hospital attendances. Hampton Surgery provides information from GP records also identifiable by your NHS Number only. Both sets of information are sent via secure transfer to the risk stratification system where they are immediately pseudonymised and linked to each other. The risk stratification system uses a formula to analyse the pseudonymised data to produce a risk score. These risk scores are available to Hampton Surgery and authorised staff who are responsible for providing direct care for you are able to see these scores in a format that identifies you. This will help the clinical team make better decisions about your future care, for example you may be invited in for a review or if they think you may benefit from a referral to a new service they will discuss this with you. As part of this process, Solihull CCG are provided with reports containing aggregate information, which does not identify you, to ensure they are commissioning and planning for these services as required by the population they serve.

## Information which would identify you

We use the following information to identify you and enable linking data from different sources:

- NHS Number

## Legal basis for collection

The use of identifiable data for risk stratification has been approved by the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority (known as Section 251 Approval). Further information on Section 251 of the National Health Service Act 2016 can be obtained by [clicking here](#). The reference number for the risk stratification approval is [CAG7-04\(a\)/2013](#). This approval allows us to see information that identifies you, and also allows CCG staff to see information in a format which does not reveal your identity, known as pseudonymised data.

## How long we keep your information

We will keep information about risk stratification for 10 years after death.

## Organisations we share your information with

Midlands and Lancashire Commissioning Support Unit has been commissioned by Solihull CCG to use your information for risk stratification on the CCG's behalf.

Central Midland Data Services for Commissioners Regional Office, a part of NHS Digital (formerly known as the Health and Social Care Information Centre) convert your identifiable information into pseudonymised form, which means that although the data is at patient level, the 'real world identity' is not known. This information is shared with the CCG to support planning and commissioning of services.

## Opt out details

Type 1 and type 2 opt outs apply; please see [Your right to opt out of sharing some types of information](#) below. Additionally, we can apply a code which will stop your identifiable information being used for this purpose. Additional information is also available from the NHS England website: <https://www.england.nhs.uk/ourwork/tsd/ig/risk-stratification/>. If you choose to opt out of Type 1 and 2 processing, this means that we may not be able to provide you with the same level of support for long term health conditions, or take action to reduce the potential for you being admitted to hospital as an emergency in the future. It may also mean that we would not have sufficient information to enable us to effectively plan and buy appropriate healthcare services for you.

## To enable us to offer additional support to our patients

The Practice and the Clinical Commissioning Group who pay for your care are always looking for ways to improve the care we offer you. We are currently working on two projects which provide additional support and advice, these are:

### Care Navigator Service

We are currently working with Age UK Solihull who have been commissioned by NHS Solihull CCG to provide one-to-one advice and support to frail and elderly patients and their carers in navigating the sometimes complicated health and social care system, helping them to access the services they need, when they need them. If your GP feels that the Service would be beneficial to you, he/she will explain the Service to you and ask if you would like to be referred to it. Your GP will also explain what information will be shared with Age UK Solihull (the organisation who has been commissioned to provide the service) as part of the referral and ask for your specific consent for your information to be used in this way. If you agree to being referred to the Service, the Care Navigator, who works here at the Practice, will contact you to discuss what the Service can offer and arrange to visit you to discuss your needs further. When the Care Navigator visits you, they will inform you how your information will be used by Age UK Solihull and ask you to confirm that you wish to continue using the Service and ask for your specific consent to use your information in this way. If you do decide to continue using the Service, Age UK Solihull will provide us here at the Practice, with updates about your progress and the advice and support provided to you.

Further information about the Care Navigator Service can be found on the Age UK Solihull website at:

<http://www.ageuk.org.uk/solihull/services-for-you/care-navigator-service/>

### High Intensity Users

We are currently working with the West Midlands Ambulance Service to provide advice and support to patients who are regular users of the Ambulance Service, regular visitors to the Accident and Emergency Department or the Practice, or who are regularly admitted as an emergency to hospital. The aim of the service is to provide one-to-one advice and support to our patients to ensure that their needs are being appropriately met. The West Midlands Ambulance Service will contact you initially to inform you about the Service and to ask if you would like to receive the advice and support which is available. They will also inform you how your information will be used, who your information will be shared with and they will ask for your specific consent for your information be to be used in this way.

### Information which would identify you

#### Care Navigator Service

If you have consented to sharing your information with the Care Navigator Service to provide additional advice and support to you we would provide the following information as part of the referral:

- Your Name
- Your Address and Telephone Number
- Your GP Details

Once the Care Navigator has visited you and you have agreed to continue using the Service and have consented for your information to be collected and used by them to enable them to provide the Service, Age UK Solihull will become the Data Controller for any information collected directly by them. The Care Navigator will provide you with specific information about how Age UK Solihull collect, use and share your information when they visit you for the first time.

### High Intensity Users

If you have given specific consent to using and sharing your information as part of the High Intensity User service, West Midlands Ambulance Service will contact us, providing your Name, Date of Birth and information relating to West Midlands Ambulance Service usage levels. We will then be asked to provide your NHS Number to them and confirm your date of birth. We may be then asked to provide relevant information which would be used by West Midlands Ambulance Service to identify any care needs which have not already been met so that they can provide you with better advice and support and identify services which would more appropriately meet your needs. The additional information we may be asked to provide includes:

- Medical Conditions
- Current Medication
- Any other services currently involved in your care, for example Social Services
- Relevant history about why you have been using Ambulance, GP, and Hospital Emergency services
- Mental Health History and information about any admissions to mental health units
- Any risks of violence, or weapons use which may post a threat to yourself or others

## Legal basis for collection, use and sharing of information

The legal basis for your information to be collected and used as part of the Care Navigator Service and the High Intensity Users Service is specific informed consent (known as Explicit Informed Consent).

## How long we keep your information

### Care Navigator Service

Information collected and used by Age UK Solihull as part of the provision of the Care Navigator Service will be retained for 8 years following discharge from the Service.

### High Intensity Users

Information collected and used by West Midlands Ambulance Services as part of the High Intensity Users Service will be retained for 8 years after discharge from the Service.

## Organisations we share your information with

### Care Navigator Service

If you have chosen to use the Care Navigator Service, your Name, Contact Details and GP Details will be shared with the Age UK Solihull Care Navigator to enable them to provide the service to you.

Anonymised summary information about the performance of the Service is shared with NHS Solihull Clinical Commissioning Group (CCG) who have commissioned the Service; the CCG will not be able to identify you from this information. This will enable the CCG to ensure that the Service is performing as intended and is providing the intended benefits to, and value for money for its patients.

### High Intensity Users

If you have chosen to use the High Intensity Users Service, your information will be shared with the Data Services for Commissioners Regional Office (DSCRO), who are a part of NHS Digital. NHS Digital are legally able to collect, analyse and disseminate local commissioning data in pseudonymised form to clinical commissioning groups to enable contract monitoring, monitoring of healthcare provision, planning etc.

## Withdrawal of consent

If you decide that you no longer wish to continue using any of the services detailed above, you can simply inform us that you have changed your mind and we will record that fact and make arrangements to ensure that your information is not used for the stated purpose.

## To conduct audits and reviews

GPs have a duty to take part in regular reviews and audits of their work to provide assurance regarding the quality of their work and to ensure that quality improvements are made within their practice. Your information may be used to enable us to conduct, or take part in audits, or reviews which help us to ensure that:

- The services we provide are of high standard and quality
- The services are being provided in accordance with our policies and standards
- We have financial controls in place to ensure that public money is spent appropriately
- We are complying with the requirements set within national and local financial policies and standards

GPs also have a duty to ensure the ongoing safety of their patients; they therefore have a duty to contribute to confidential inquiries.

### Information which would identify you

Wherever possible we will use anonymised, or pseudonymised information as part of any audit we conduct, however, there may be situations where we need to be able to track a patient's journey to ensure that all aspects of that journey demonstrates that we are providing an efficient, safe, high quality service to our patients. The type of information which would need to be accessed will vary depending upon the type of audit being conducted.

Audits may be carried out by staff within the Practice itself, they may be carried out nationally and they also may be carried out by external bodies, for example, the Care Quality Commission , the Clinical Commissioning Group, the General Medical Council, the Information Commissioners Office, the Audit Commission.

### Legal basis for collection

#### Local clinical audits

Clinical audits are conducted by healthcare professionals who are part of the team who provide your direct healthcare. The purpose of a clinical audit is to improve your care and outcomes by reviewing the care provided to you against required standards. The legal basis relied upon for local clinical audit which requires access to information which identifies you would be implied consent. You have a right to object to having your information used for this purpose, to find out more information about how to object, please see the section entitled [Your right to opt out of sharing some types of information](#) below.

#### Clinical audits conducted by other organisations

Where a clinical audit is conducted by an organisation or individual who is not part of your direct healthcare team, they can only use anonymised or, pseudonymised information, however, where identifiable information is required; they must obtain your specific informed consent (known as explicit consent). Examples include audits undertaken by the Clinical Commissioning Group to gain assurance with regard to the quality of care we are providing to our patients.

#### National audits

National Audits generally focus on specific medical conditions and are normally conducted using pseudonymised data, however, in some circumstances where access to information which identifies you is required, your specific informed consent (known as explicit informed consent) will be obtained prior to your information being used for this purpose. If it is not feasible to obtain the consent of large numbers of patients, due to the level of resources involved, the organisation conducting the National Audit may make an application to the Confidentiality Advisory Group under Section 251 of the National Health Service Act 2006 to set aside the duty of confidentiality. This would allow the organisation running the audit to access and use identifiable personal data where it is deemed to be in the public interest without obtaining specific consent from each individual whose information they need to access. Approval to access and use identifiable information for this purpose is strictly controlled and has to meet stringent criteria.

### National confidential inquiries

All doctors in clinical practice have a duty to contribute to National Confidential Inquiries wherever possible anonymised or pseudonymised information will be used for this purpose, however, in some circumstances, where access to information which identifies you is required, your specific informed consent (known as explicit informed consent) will be obtained prior to your information being used for this purpose. If it is not feasible to obtain the consent of large numbers of patients, due to the level of resources involved, the organisation conducting the Inquiry may make an application to the Confidentiality Advisory Group under Section 251 of the National Health Service Act 2006 to set aside the duty of confidentiality.

### Financial audits

Where a financial audit is undertaken, this should be undertaken using anonymised or pseudonymised information. Where it is necessary to access and use identifiable information about you, your specific informed consent (explicit consent) will be required prior to your information being used for this purpose.

### Regulatory inspections and Investigations

Regulators such as the Care Quality Commission (CQC) may conduct an inspection of the services we provide. As part of the inspection process, CQC may conduct patient surveys, conduct observations of staff and patient interactions, review patient records etc. The CQC has a statutory right of access to any information, documents, or records, including personal medical records to enable it to fulfill its regulatory functions under Section 64(1) of the Health and Social Care Act 2008.

The General Medical Council is entitled to access confidential patient information in order to conduct an investigation into a GP's fitness to practice, under the Medical Act 1983, Section 9, 35A. It is for GMC assessors to decide what level of information is necessary for them to fulfill their functions.

### Health Service Ombudsman Investigations

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 Section 9(3)(b) places a duty on NHS Bodies, Primary Care Providers and Independent Providers to provide the Health Service Ombudsman with any information the Ombudsman feels relevant to the consideration of a complaint under investigation.

### Fraud Detection

NHS Counter Fraud Services have powers under Sections 197 and 198 of the National Health Service Act 2016 to require the provision of documents and information which is relevant to the exercise of any function of the Service.

### Court Orders

The courts, including coroner's courts, and some tribunals and persons appointed to hold inquiries have legal powers to require that information that may be relevant to matters within their jurisdiction be disclosed.

### How long we keep your information

#### Clinical and National Audits

Information relating to clinical audits will be retained for 5 years after creation, following review, they will be securely destroyed.

### National confidential inquiries

Information relating to national confidential inquiries will be retained for 6 years from date of completion.

### Financial audits

Information relating to financial audits will be retained for 3 years following the end of the financial year to which the audit relates.

### Regulatory inspections and investigations

Information relating to regulatory inspections will be retained for 12 years following the date of completion.

### Organisations we share your information with

#### Clinical and National Audits

Where audits are conducted outside of the Practice itself, this may involve sharing your information with organisations including the Solihull Clinical Commissioning Group (either in anonymised form, pseudonymised form, or where you have given your specific informed consent and where this is necessary in order to complete the audit, in identifiable form).

#### National Audits

National audits are usually conducted by Universities.

#### National confidential inquiries

National confidential inquiries are usually conducted by Universities.

#### Financial audits

Financial audits are normally conducted by professional accountancy firms.

#### Regulatory inspections and investigations

Regulatory inspections may be undertaken by CQC, the GMC, and the Information Commissioners Office etc.

### Withdrawal of consent

You may withdraw your consent/object to having your information used for audits and confidential inquiries at any time by informing us; here at the Practice that you do not wish to have your information used in this way, we will discuss any implications of withdrawing consent with you.

You are unable to withdraw your consent/object to having your information used as part of regulatory inspections, as information provided as part of these activities are a statutory requirement and are not subject to consent.

### To provide medicines optimisation services

A number of activities are undertaken to ensure that any medication prescribed to our patients is safe and appropriate for their needs, that the necessary skills and knowledge is available to respond to medicine related queries and to support prescribing decisions. Support is also available to manage incidents, to conduct significant event reviews, analysis and audits and to identify inconsistencies of care, poor care pathways and any potential, or actual harm which has, or may arise as a result inappropriate prescribing.

Additionally, processes are reviewed to identify instances of over-ordering of medication, which could lead to medicines waste, patients inadvertently using the wrong product, or increasing the risk of harm.

The processes also support the Practice's compliance with review requirements of the local contract.

### Information which would identify you

Solihull Clinical Commissioning Group's Medicines, Prescribing and Quality Teams providing this service to us will need access to the following information about you:

- Basic details about you such as:
  - Name
  - Address (this information will only be accessed if a home visit, or a care home visit is required)
  - Date of birth or age
  - Patient identifier (e.g. clinical system identifier, or NHS Number)
  - Telephone number etc.

Known as personal information and;

- Information about your physical or mental health or condition  
Known as sensitive personal information

### Legal basis for collection

The legal basis for the collection, use and sharing of the personal information identified above, is that it is necessary for purposes of legitimate interests pursued by the Practice (the Data Controller) and the Solihull Clinical Commissioning Group.

The legal basis for the collection, use and sharing of the sensitive information identified above is that it is necessary for medical purposes undertaken by a health professional (e.g. a nurse or a pharmacist), or a person who, in the circumstances, owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.

### How long we keep your information

Information collected, used and shared for this purpose will be kept as part of the GP patient record for a period of 10 years after death. Following review, it will be securely destroyed.

### Organisations we share your information with

Your information will be shared with Solihull Clinical Commissioning Group's Medicines, Prescribing and Quality Teams in order to provide this service to us. A Data Processing Agreement detailing the conditions of service provision and protection required for the information to be shared is in place between the Practice and Solihull Clinical Commissioning Group for the provision of this service.



## Opt out details

Type 1 opt outs apply; please see [Your right to opt out of sharing some types of information](#) below. Whilst your GP makes every effort to ensure that any medication prescribed to you is appropriate, safe and meets your healthcare needs, if you choose to opt out of Type 1 processing, this means that we will not be able to carry out the additional level of checking to ensure that any medicines prescribed to you are appropriate, safe and wherever possible improve outcomes for you.

## To undertake health research and development

Research can provide direct benefit to patients who take part in medical trials, and indirect benefits to the population as a whole. Information can be used to identify people, and to invite them to take part in clinical trials, other interventional studies or studies purely using information from medical records.

Where identifiable information is needed for research, you will be approached by the organisation where you were treated, to ask if you wish to participate in the research study. You will be provided with information about the research, and the way in which your identifiable information will be used and kept safe and secure, before you are asked to provide explicit consent to take part. Where a Section 251 approval has been granted, you will be informed of the project and will be able to make a decision as to whether you wish to opt out. Information related to research projects will be kept safe and secure with access limited to authorised research team members only.

## Information which would identify you

Depending upon the type of research and the legal basis we are relying upon, we may use any of the following information to identify you:

- NHS Number
- Name
- Address
- Post Code
- Date of Birth

## Legal basis for collection

Where identifiable information is being used your explicit consent will be gained. Where gaining consent from all patients is not appropriate, e.g., for large-scale, nationwide projects, a Section 251 approval from the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority is required. The approval ensures that security processes are in place, and that only the required information is used for the purpose specified. Research activities using anonymised information do not require your consent.

## How long we keep your information

We will keep research information for no more than 20 years.

## Organisations we share your information with

Research is conducted in the main by Universities and Hospital Trusts, although some independent organisations and individuals also conduct research. The type and volume of information shared with those conducting research will depend upon the focus of the research, however, in all circumstances, only the minimum information necessary will be shared for this purpose. Individuals and

organisations who receive personal information for research purposes have to fulfill strict criteria, particularly with relation to appropriate handling of personal and sensitive personal information.

### Withdrawal of consent

If you have given your explicit consent to be involved within a research project and you later change your mind, contact the Practice Manager, here at the Practice to inform us that you no longer wish to be involved in the research project. You will also need to contact the person who is leading the project to inform you that you wish to withdraw from it.

### Opt out details

Type 1 and Type 2 opt outs apply; please see [Your right to opt out of sharing some types of information](#) below. If you do not want your information shared with Researchers who are relying upon Section 251 approval, you can register your objection to information being shared outside of the Practice (Type 1) and you can also opt out of having your information shared by NHS Digital (who collect information from NHS organisations providing direct care to patients, including the Hospitals, Community Providers, and the Practice, for those patients who have not registered an objection to their information being shared outside of the Practice).

### **If you make a request to access information about you, or about how the organisation is run, how much it spends in providing NHS funded services, or the decisions it makes relating to the provision of NHS services**

#### Asking for your own information

If you ask for a copy of your own information, for example your health record, we will ask you to provide your name and contact details and any other information to help us find the information you want us to provide. We will need to see various forms of identification such as your passport, your photo driving licence, a bank statement for example. When we are processing your request, we will also use your health record.

The legal basis for us providing you with a copy of your information is specific consent (known as explicit consent), in addition to our legal duty under the Data Protection Act 1998 to provide a copy of your information in response to a request.

If you change your mind and decide that you do not wish to receive a copy of your records we will close off your request.

In all circumstances we will to keep your information for 3 years after we have closed it. If you have appealed our decision, we will keep the information for 6 years after we have closed it.

#### Asking for information about how the Practice provides NHS Services

If you send us a request for information about how we provide NHS Services, how we make decisions about NHS care, how much we spend on NHS care, for example, we will need to know your name and contact details, so that we can respond to your request.

The legal basis that allows us to use your information for this purpose is the Freedom of Information Act 2000 and the Environmental Information Regulations 2003, which obligates us to respond to your request for information.

If you change your mind and do not wish us to provide the information you have requested, we will close the request.

We will keep information about the request, including your name and contact details for 3 years following closure of your request.

If we receive an appeal about a decision we have made to withhold information, we will keep this information, including your contact details for 6 years following closure of your request.

### Withdrawal of consent

If you choose to withdraw consent for us using your personal information for handling requests for information, we will be unable to provide you with the information requested, as we are required by law to collect specific information about each applicant, for example, name, address and where the request relates to information about yourself, we will also need to see proof of your identity.

### To help train and educate healthcare professionals

The use of patient information in training is very valuable in improving the knowledge skills and experience of our staff. If trainees (registered medical practitioners in training) are working as part of the direct healthcare team, they will have access to your information, unless you have raised an objection.

If a student (someone who is an undergraduate studying for a degree) is not providing direct care to you, they will use anonymised information to support their training, however, if it does become necessary for them to have access to your information, you will be asked if you would give your consent to this access. You are not obliged to give consent and withholding consent will not affect your care in any way. If it is necessary to request your consent, you will be informed how the information will be used and who will use it, if you have any queries about such a request, we would be pleased to help.

### Information which would identify you

If it is necessary to use identifiable information for training and development, the actual information to be used or accessed may vary, depending upon the circumstance. Examples may include involvement in conversations about planned care, or the care you are currently receiving, diagnoses, treatment, name, medical history and contact details contained within your health record. In all cases only the minimum information necessary will be accessed and/or used for the stated purpose.

### Legal basis for collection

Where a trainee (registered healthcare professional in training) is accessing and using your personal information (for example name, address, date of birth/age), the legal basis we would rely upon is the legitimate interests pursued by the Practice (the Data Controller).

The legal basis for the collection, use and sharing of the sensitive information (for example your healthcare information) identified above is that it is necessary for medical purposes undertaken by a health professional (e.g. a nurse or a pharmacist), or a person who, in the circumstances, owes a duty of confidentiality which is equivalent to that which would arise if the person were a health professional.

### How long we keep your information

As the information being used is part of your GP patient record, we will keep this until 10 years after death.

### Organisations we share your information with

For this purpose, we would not be sharing your information with any other organisations, only individuals where indicated above, either for your direct care, or with specific informed consent.

### Withdrawal of consent

If you have consented to allowing a student to access your information for training purposes and have changed your mind, contact the Practice Manager, who will be able to record this fact for you. Once you have withdrawn consent students will no longer access your record for training purposes.

If you wish to object to a trainee (healthcare professional in training) accessing and using your personal information please contact the Practice Manager, who will be able to record your objection and ensure that future access is removed.

### To manage NHS performance

Anonymised, pseudonymised and aggregated information will be used to understand and manage the performance of GP Practices and other healthcare providers and the services they provide, for example, to ensure that the NHS is providing the best care possible to its patients and service users.

### Information which would identify you

As the information used for this purpose is anonymised, pseudonymised and aggregated, this will not identify you.

### Legal basis for collection

As the information used for this purpose does not identify you, we do not need a legal basis for collection or use.

### How long we keep your information

Performance management related reports will be retained for 3 years after creation.

### Organisations we share your information with

We may share anonymised or aggregated information with a variety of organisations. This may be in response to a Freedom of Information Request, a media request, or another request made outside of the Freedom of information legislation.

We will not share any pseudonymised information outside of the Practice.

### Withdrawal of consent

As this information will not identify you, consent does not apply in this case.

### To ensure hospitals receive payment for the care you receive

The NHS aims to spend public money wisely, so Solihull Clinical Commissioning Group ('the CCG') needs to ensure that they are paying the right amount of money for the right services to the right

people. Before they pay for care, they may ask for evidence of treatment or on the outcome of the care. Invoices are checked within a special secure area known as a Controlled Environment for Finance (CEfF) to make sure that the right amount of money is paid, by the right organisation, for the treatment provided.

The process followed makes sure that only the minimum amount of information about you is used, and by a limited number of people. The process is designed to protect your confidentiality. The process is known as invoice validation.

Organisations that provide treatment submit invoices to the CCG for payment.

The secure area (Controlled Environment for Finance, provided by Arden and GEM Commissioning Support Unit) receives additional information, including the NHS Number, or occasionally the date of birth and postcode, from the organisation that provided treatment.

The information is then checked and any discrepancies are investigated and sorted out between the Controlled Environment for Finance and the care provider. The invoices will be paid when the checks are completed. The CCG do not receive any identifiable information for the purpose of Invoice Validation, but they do receive reports to help with financial management.

### Information which would identify you

The CCG use the following information to check that they are paying for your care correctly

- NHS Number, or;
- Date of Birth, and;
- Postcode

### Legal basis for collection

The CCG have approval from the Secretary of State under Section 251 of the National Health Service Act 2006, through the Confidentiality Advisory Group of the Health Research Authority which enables the Arden and GEM CSU Controlled Environment for Finance to use identifiable information without consent for the purposes of checking that the CCG are paying for your care correctly (this is known as invoice validation). This work is carried out within a Controlled Environment for Finance – CAG 7-07(a) (b) (c)/2013.

A Controlled Environment for Finance is a protected group of staff and systems which are separated from other parts of Arden and GEM Commissioning Support Unit who are allowed to handle your information. Strict security protection is in place to make sure that only staff that are approved to use your information are allowed to access it.

### How long we keep your information

The CCG will keep information about invoices and the checks made for 6 years after the end of the financial year they relate to.

## Organisations we share your information with

Arden and GEM Commissioning Support Unit uses your information for invoice validation on the CCG's behalf. Information about how Arden and GEM Commissioning Support Unit uses your information can be found at:

[http://www.ardengemcsu.nhs.uk/files/1614/5070/1598/Fair\\_Processing\\_Notice\\_Dec\\_2015.pdf](http://www.ardengemcsu.nhs.uk/files/1614/5070/1598/Fair_Processing_Notice_Dec_2015.pdf)

Arden and GEM Commissioning Support Unit's website can be found at:

<http://www.ardengemcsu.nhs.uk/>

Information about how NHS Digital uses your information can be found at:

<http://digital.nhs.uk/article/404/Your-personal-information-choices>

## Opt out details

Type 2 opt out applies, please see "[Your right to opt out of sharing some types of information](#)" below. Additionally, the Practice can apply a code which will stop your identifiable information being used for this purpose. Additional information is also available from the NHS England website: <https://www.england.nhs.uk/ourwork/tsd/ig/in-val/invoice-validation-faqs/>. If you were to opt out of sharing your information for this purpose, the CCG would not be able to confirm that they are correctly paying for your care.

## Your right to opt out of sharing some types of information

Your information may be used in a variety of ways for a variety of purposes. You are able to opt out of some of these purposes, but remain 'in' for others.

For example you may not want a part of your information to be used for clinical audit purposes (which is a process used to improve the quality of healthcare services), but you may be happy for a version of your information which doesn't say who you are (known as anonymised information) to be used for research purposes, so you wouldn't opt out of this.

You can talk about this with us and we will explain the choices you have. There are different levels of opt-out available:

### Type 1 opt-out

GPs are required by law to provide confidential patient data to an organisation called NHS Digital, who are responsible for collecting information from across health and social care systems in organisations where you may be receiving care, such as hospitals and community services. Strict controls are used to make sure that your information is protected, that it is kept secret and is only available to a small number of staff who have been approved and who have a legal reason to access it. Steps have been taken to make sure that this information is transferred to NHS Digital safely, securely and confidentially.

If you do not want your information to be shared outside of your GP Practice for purposes other than your direct care, you can choose to register a Type 1 Opt Out with your GP. This will stop confidential information which tells us who you are, being used outside of your GP Practice, except for purposes which are legally required, such as in the case of a public health emergency, like an outbreak of a pandemic disease.

You can only register to opt out at your GP Practice.

### Type 2 opt-out

Patients in England can stop information which says who they are, being shared by NHS Digital for purposes other than their own direct care; this is known as a Type 2 Opt Out.

Please see further information about this in the NHS Digital Fair Processing Notice, which can be found at:

<http://digital.nhs.uk/article/404/Your-personal-information-choices>

Further information and support about type 2 Opt Outs can be obtained from:

**NHS Digital Website:** <http://digital.nhs.uk/article/7092/Information-on-type-2-opt-outs>

**Telephone Number:** (0300) 303 5678

**E-mail Address:** [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk) referencing 'Type 2 opt outs Data Requests in the subject line of the e-mail.

### Further information about your rights

Further information about how the NHS uses and your information and the rights you have to control how it is used and protected can be found in the links below:

- **The NHS Care Record Guarantee:**  
<http://systems.hscic.gov.uk/rasmartcards/documents/crg.pdf>
- **The NHS Constitution:** <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>
- **The HSCIC Guide to Confidentiality** gives more information on the rules around information sharing : <http://www.hscic.gov.uk/configuideorg>
- **An independent review of information** about service users is shared across the health and care system led by Dame Fiona Caldicott was conducted in 2012. The report, Information: To share or not to share? The Information Governance Review, 19  
<http://www.hscic.gov.uk/configuideorghttps://www.gov.uk/government/publications/the-information-governance-review>
- **The National Data Guardian for Health and Social Care's Review of Information Security, Consent and Opt-outs -**  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/535024/data-security-review.PDF](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/535024/data-security-review.PDF)
- **The NHS Commissioning Board – NHS England – Better Data, Informed Commissioning, Driving Improved Outcomes: Clinical Data Sets** provides further information about the data flowing within the NHS to support commissioning <http://www.england.nhs.uk/wp-content/uploads/2012/12/clinical-datasets.pdf>

- Please visit the **NHS Digital's (formerly called the Health and Social Care Information Centre) website** for further information about their work. Information about their responsibility for collecting data from across the health and social care system can be found at: <http://www.hscic.gov.uk/collectingdata>
- **The Health Research Authority** protects and promotes the interests of patients and the public in health and social care research - <http://www.hra.nhs.uk/patients-and-the-public-2/>
- The **Information Commissioner's Office** is the Regulator for the Data Protection Act 1998 and offer independent advice and guidance on the law and personal data, including your rights and how to access your personal information. For further information please visit the Information Commissioner's Office website at <http://www.ico.org.uk>.
- The **GMC Confidentiality 2009** this set's out the principles of confidentiality and respect for patients' privacy that doctors are expected to understand and follow. [http://www.gmc-uk.org/static/documents/content/Confidentiality\\_core\\_2009.pdf](http://www.gmc-uk.org/static/documents/content/Confidentiality_core_2009.pdf)