

Questions and comments about this leaflet are welcomed and should be emailed to Lisa.Dulson@northstaffs.nhs.uk



More information and our full privacy policy can be found on our website

<https://www.nsgpfed.org.uk/>

Version 2: February 2020

Patient Privacy Notice

General Data Protection Regulation

www.nsgpfed.org.uk



North Staffordshire GP Federation is committed to protecting and respecting your privacy and meeting the legal requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act (DPA). The Federation decides why and how your personal data is processed, which means they are the Data Controller.

North Staffordshire GP Federation, are the Data Controller and have an appointed Data Protection Officer, **Hayley Gidman, Head of Information Governance**, Midlands and Lancashire CSU.

Any queries in regard to Data Protection issues should be addressed to her at: -

Address: Heron House, 120 Grove Road, Fenton, ST4 4LX

Email: mlcsu.dpo@nhs.net / Tel : 01782 872648

We also have a Caldicott Guardian, Dr Paul Roberts. He is responsible for protecting the confidentiality of the health and care information that we hold.

He can be contacted by email Paul.Roberts@stoke.nhs.uk.

You may also contact our Governance and Compliance Manager, Lisa Dulson on Lisa.Dulson@northstaffs.nhs.uk.

WHY WE PROCESS DATA AND THE LEGAL BASIS FOR THE PROCESSING

We collect and create personal data to provide services to our patients. The main services that we offer are:

- ◇ Hanley Primary Care Access Hub – Walk in Centre service and Extended Access Hub
- ◇ Longton Cottage Hospital Extended Access Hub
- ◇ Bradwell Hospital Extended Access Hub
- ◇ Haywood Hospital Extended Access Hub
- ◇ Leek Moorlands Extended Access Hub

We may collect and process the following information about you:

- ◇ Information that you provide by attending our services and / or filling in forms or by corresponding with us by phone, email or otherwise. The information you give us may include:
 - ◆ **Name, Address and Contact Details**
 - ◆ **Medical details or symptoms**
- ◇ If you contact us, we may keep a record of that correspondence.
- ◇ We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- ◇ We will need to collect or access details relating to your medical history which may include your medical record. By visiting and using any of our services you are consenting to us using your personal and sensitive personal data.

SHARING YOUR DATA

The North Staffordshire GP Federation may share your personal information only with your consent or by strict agreement with:

- ◇ NHS Trusts / Foundation Trusts
- ◇ GP Practices

RIGHTS OF DATA SUBJECTS (Your Rights)

You have the right to make a Data Subject Access Request :

- ◇ If you want to see what is written about you
- ◇ If you think your medical record is not accurate. You can ask for it to be changed.

You have the right to contact our Data Protection Officer :

- ◇ If you want to know the details of any third parties that we share data with
- ◇ If you don't want us to share your data with anyone else
- ◇ If you are unhappy with the way we deal with your information

NATIONAL OPT-OUT FACILITY

You can choose whether your confidential patient information is used for research and planning. It is used by the NHS, local authorities, university and hospital researchers, medical colleges and pharmaceutical companies researching new treatments.

Making your data opt-out choice:

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used: for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project.

Will choosing this opt-out affect your care and treatment?

No, your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screenings for bowel cancer.

What should you do next?

You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out securely online or through a telephone service.

You can change your choice at any time. To find out more or to make your choice visit nhs.uk/your-nhs-data-matters or call 0300 303 5678

COMPLAINTS

If you want to make a complaint about how we handle your information you can contact the Information Commissioners Office (ICO) www.ico.org.uk.