

The West London GP Federation

Privacy Notice

How we use your information

This privacy notice tells you what to expect when the West London GP Federation (the Federation) collects personal information: Included is information about:

- Services provided to patients;
- Current, former employees and job applicants;
- Visitors to our website;
- Your legal rights to your information
- Useful links to other organisations

We endeavour to be fully open and transparent about what we do with your information

Services provided to our patients

This section explains about:

- What the federation does
- How we record and use information about you
- Your record
- Identifying you as an individual
- How you can help us keep your health record up to date
- Sharing your health record
- Sharing with permission or where required to by law
- Local sharing initiatives
- National sharing initiatives
- Sharing information with family and friends
- Anonymising your information

What the Federation does

A General Practice Federation is a group of general practices working together and sharing responsibility for developing and delivering high quality, patient focussed services for our local communities. London Medical Associates Ltd is the legal vehicle which gives the West London GP Federation the means to do this work. Put simply, it is a legal entity which allows us to sign contracts and employ people to provide these services to you as a group of GPs.

The Federation has a membership of 42 local general practices covered by the area of West London Clinical Commissioning Group (CCG). You can read more about the work of the CCG [here](#). The geographical area covered is the Royal Borough of Kensington and Chelsea and the Paddington and Queens Park wards of the London Borough of Westminster.

The Federation provides the following services:

- **extended hours general practice services** from the integrated care centres at St Charles Centre for Health and Well-being and Violet Melchett Centre.
- **Support for practices** in operating the Out of Hospital Services contract
- **Clinical Pharmacists** working in general practice
- **Research in Primary Care** coordinating on behalf of the National Institute of Health Research

How we record and use information about you

When you visit one of our centres, we need to keep a record of the care you receive so that:

- Professionals involved in your care have accurate and up-to-date information
- We have all the information necessary for assessing your needs and providing excellent care
- Your concerns can be properly investigated if you raise a complaint
- Accurate information is available about you if you:
 - Move to another area
 - Need to use another service
 - See a different healthcare professional.

Your record

We will use your record to:

- Maintain full and accurate records of the care we provide to you
- Ensure that your records are confidential, secure and accurate
- At your request, provide a copy that is in an accessible format (eg in large type if you are partially sighted).

Your record includes:

- Your name, address and date of birth
- Contacts we have had with you, such as appointments
- Notes and reports on your health
- Details of treatment and care, images and test results
- Information on medicines, side effects and allergies
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

The staff who see you may also add notes on their professional opinion.

If you wish us to, and it is practical, we will discuss and agree with you what we are going to enter on your record and show you what we have recorded.

Identifying you as an individual

We have many patients with similar names so it is vitally important for all patients to be properly identified as individuals.

In order to be absolutely sure that you have been correctly identified we ask you for at least three pieces of information. Suitable items include:

- Full name
- Date of birth
- NHS number
- National Insurance number
- Passport number

- Permanent (home, not a temporary) address
- Phone numbers

How you can help us to keep your health record up to date

- Let us know when you change address, telephone number or name
- Keep a note of your unique NHS number
- Tell us if any information in your record is incorrect
- Tell us if you change your mind about how we share the information in your record.

Sharing your health record

All health care professionals (Doctors, Nurses Pharmacists etc) have a duty to share information with other care professionals to provide you with further care. We will share information with the following organisation types:

- Your own GP
- Hospitals
- Community staff (such as Nurses and Carers)
- Other GPs who may provide specialist services
- Pharmacists
- Mental Health organisations
- Local authority departments (such as Social Care, Education and Housing)
- Support organisations but ONLY where they provide care
- Administrative and support staff

Anyone who receives information from us also has a legal duty to keep it confidential.

We may also share information where:

- You ask us to do so
- We ask for specific permission and you agree to this
- We are required to do this by law
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (eg to prevent someone from being seriously harmed).

Sharing with special permission or where required to by law

We are required to share information for the following reasons:

- If we are asked to by a court order
- For certain diseases and to inform nationally about certain conditions. These may include:
 - HIV
 - Cancer
 - Childhood diseases such as measles, mumps and rubella
 - Information to support vaccination programmes
- Where we believe you, or others, may come to harm
- If you give us explicit written permission to do so (for example via a solicitor or insurance company)
- With NHS Digital (formerly the Health and Social Care Information Centre), who are required by law to collect information about people to assist the NHS in managing and providing services and, in some circumstances, allowing your GP to collaborate with others to identify people who will benefit from

additional treatments and care. Please see the NHS Digital website (listed in the helpful links section) for more information

- With researchers and others who have obtained special permission. This is ONLY where there is no other alternative and the use of your information has been approved by the Confidentiality Advisory Group at the Health Research Authority(HRA), AND the use has been signed off by the Minister for Health. Please see the HRA website (listed in the helpful links section) for more information

Sharing information with family and friends

We will normally share information about your health with close family, unless you have told us not to do so. We make best efforts to ensure that information provided over the telephone is restricted to those you list as nominated contacts and we share on a need to know basis. Sometimes this means refusing to disclose information about you to someone who feels they should know about your treatment and progress. Please make your family and friends aware of this. We will always ask you before discussing your health or care with others.

Local sharing initiatives

Extended hours and out of hours GP services

We use a clinical information system called TPP SystmOne to record all our interactions with you. If you have agreed with your GP to share information with others on the same system providing your care, we will be able to access your care record held on this system. This helps us to see a full picture of the care given to you in other areas. Once you have agreed to share and this has been entered in your record, we will be able to see information from the following providers:

- Your registered GP

They will also be able to see the information we record about you.

We will normally discuss with you accessing records from other care providers before we do so, so please indicate at that time if you don't want your care giver to access the information. This option can be changed at any time by completing a form. Please ask the person treating you for the form.

National sharing initiatives

Summary Care Record

The National Summary Care Record collects information from your GP record and allows it to be accessed by care professionals in hospitals and other care settings. They can see a specific list of information such as:

- Medications
- Allergies
- Adverse reactions

More information can be added from your record (such as information about conditions such as Asthma and Diabetes). To do this you need to talk to your GP.

If you don't want your information shared in this way, you can complete a form at your GP practice. For more information, please visit <http://systems.digital.nhs.uk/scr/patients>.

NHS Digital

NHS Digital (formerly the Health and Social Care Information Centre) gathers information about patients and their care from different sources. The information is used by them to support your personal care and to help the NHS

and Social Care design and improve services. You are able to opt out of sharing your information for this purpose. You can read about how NHS Digital uses and manages your information [here](#), and, if you so wish, opt of sharing it.

Anonymised information

We may remove your name and other details that could identify you so that we can use the information in your record anonymously to:

- Monitor and improve the quality of care received by patients
- Protect the health of the general public, for example we may share anonymous and aggregated patient information with other organisations for research or statistical purposes.
- Train and educate staff.

Current or former employees and job applicants

We hold information about our employees, former employees and job applicants so that we can:

- Ensure they are paid correctly and on time
- Ensure we pay their taxes and pensions appropriately
- Monitor our responsibilities under the Equality Act
- Keep next of kin details in case they need to be contacted in an emergency
- Maintain other employment records such as complaints, sickness, references, DBS checks and holiday

Individuals can have access to this information by following the process outlined in 'your legal rights' below.

Your legal rights

London Medical Associates Ltd is the Data Controller of the data it holds about its patients and staff.

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the Common Law Duty of Confidentiality. The Equality Act 2010 may also apply.

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with.

You have the right to apply for access to the information we hold about you. Access covers:

- The right to obtain a copy of your record in permanent form;
- The right to have the information provided to you in a way you can understand, and explained where necessary, for example where abbreviations have been used.

You would not be entitled to see information that:

- Has been provided about you by someone else if they haven't given permission for you to see it
- Relates to criminal offences
- Is being used to detect or prevent crime
- Could cause physical or mental harm to you or someone else.

If you are currently receiving services from us and wish to view the record without obtaining a copy, please discuss your request with the clinician in charge of your care.

Obtaining a copy of your record

If you wish to apply for access to the information we hold about you. Please note:

- You should complete your request on our form, which can be downloaded here
- We will respond to you within 40 days of receiving your request
- You may be required to provide a form of ID before any information is released to you.

Once you receive your records, if you believe any information is inaccurate or incorrect, please inform us as soon as possible.

If you request a copy of your records on disk, the disk will be handed to you. The data will not be encrypted and it is given to you on the basis that you take full responsibility. We can encrypt the disk for you but it may take longer to supply it to you. Please ask.

You can email the form to us at nwlccgs.westlondongpfederation@nhs.net or you can send it to:

The Managing Director
West London GP Federation
Earls Court Health and Well-being Centre
2b Hogarth Road
London SW5 0PT

If you are not happy with our initial response, you can make a complaint or request an internal review.

If you are still not happy with our response, you have the right to complain to the Information Commissioner's Office, which can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK5AF
Tel: 0303 123 1113
Fax: 01625 524510

Email: casework@iso.gsi.gov.uk

Useful links to other organisations

We have mentioned lots of different organisations in this privacy notice. Please find below a summary list of links to all of them:

West London CCG	http://www.westlondonccg.nhs.uk/
Services at St Charles	http://www.westlondonccg.nhs.uk/your-services/older-adults-aged-65-and-over/st-charles-integrated-care-centre.aspx
Services at Violet Melchett	http://www.westlondonccg.nhs.uk/news/seven-day-gp-and-nurse-access-now-available-near-you.aspx



SCR Information	http://systems.digital.nhs.uk/scr
NHS Digital	https://digital.nhs.uk/
Information Commissioner	www.ico.org.uk