

Privacy Notice – How We Use Your Information

Blackthorn Health Centre manages patient information in accordance with existing laws (E.G. the General Data Protection Regulation) and with guidance from organisations that govern the provision of healthcare in England such as the Department of Health, NHS England, NHS Digital and General Medical Council.

We collect and hold data for the sole purpose of providing healthcare services to our patients and we will ensure that the data is kept confidential. Confidentiality is an important duty, but it is not absolute. We can disclose personal information if:

- It is required by law
- The patient gives consents
- It is justified in the public interest.

Under the powers of the Health and Social Care Act 2012 (HSCA) the Health and Social Care Information Centre (HSCIC) can require Personal Confidential Data (PCD) from GP Practices without seeking patient consent. Improvements in information technology are also making it possible for us to share data with other healthcare providers with the objective of providing you with better care.

Any patient can choose to withdraw their consent to their data being used in this way. When Blackthorn Health Centre is about to participate in any new data-sharing scheme we will make patients aware by displaying prominent notices in the surgery and on our website at least four weeks before the scheme is due to start. We will also explain what you have to do to 'opt-out' of each new scheme.

A patient can object to their personal information being shared with other health care providers but if this limits the treatment that that patient can receive then the doctor will explain this to them at the time.

The Practice shares personal information with a mailing services provider called Docmail so that they can print and dispatch some of our patient letters on our behalf. This partnership is governed by a legally binding contract, is fully compliant with the Data Protection Act 1988 and has been set up in accordance with guidance from the Department of Health and the Information Commissioners Office.

The General Data Protection Regulation establishes a patient's right to gain access to information that we hold about them. This is called a Subject Access Request and should be submitted in writing to the Practice Manager. Requests will be responded to in line with the Regulation.

If you provide us with your mobile phone number we may use this to send you reminders about your appointments or other health screening information.

Our website does use "third party" cookies to collect anonymous traffic data. It does not use "first party" cookies to track your activity online, unless you instruct it to do so. Our online prescription service (EMIS Web Patient Access) has a "Remember my user ID" feature which does use first party cookies on your computer to store your information. This information is only used to remember your details and is never passed to any third party. Cookies must be enabled in your browser for this feature to work. Using this feature means you agree to the use of cookies as required by EU Data Protection Directive 95/46/EC.

Any changes to this notice will be published on our website and on the notice board.

The Partnership is registered as a data controller under the Data Protection Act 1998. Registration number is Z6279792. Our registration can be viewed on-line in the public register at ICO.org.uk.

More information on this can be obtained in the 'How we use your Health Records' information booklet available at Reception or the practice's Privacy Policy available online or at Reception.

If you have any concerns please contact the Practice Manager.

2018 Schedule for Newly Registered Patients Named GP

The Named GP will take responsibility for the co-ordination of all appropriate services and ensure that they are delivered to each of their patients where required (based on the GP's clinical judgment) to each of their patients.

There is no requirement for patients to see their Named GP and patients are free to see any GP at the practice.

If you are registering a new born baby, their Named GP will be the same as the mothers.

For all other patients, your Named GP will be:

Dr. Elizabeth Arter (until 30th June 2018) /

Dr. Richard Elliott (from 1st July 2018)

For more information or to clarify who your Named GP is, please ask at Reception.

Blackthorn Health Centre's Online System

There are various different platforms you can use to access your patient online system.

Blackthorn Health Centre primarily uses Patient Access (provided by EMIS Web). However, you can register for which ever platform you choose, (this list of these is on the pin document you are given as part of the registration process.)

You can use the online services to order your repeat prescription, make an appointment and view certain aspects of your medical record online.

For more information and how to register please ask at Reception or visit the surgery's website:

www.blackthornhealthcentre.co.uk

Blackthorn Health Centre's Patient Participation Group (PPG)

Would you like to have a say about the services provided at the practice?

If yes, then you may be interested in Blackthorn Health Centre's Patient Participation Group (PPG).

For more information on this, please ask at Reception or visit the surgery's website:

www.blackthornhealthcentre.co.uk