



How we use your Information



This leaflet explains why information is collected about you and the ways in which this information may be used.

This leaflet also includes information about confidentiality & consent.

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Why we collect information about you

The practice keeps records about your health and any treatment and care you receive. These help ensure that you receive the best possible care from us.

Records are stored both on the computer, and manually in paper notes for older consultations where computer based systems were not available. The records may include:

- Basic details about you, such as address, date of birth, and next of kin
- Contacts and consultations we have had with you, during appointments and telephone calls
- Notes and reports and details about your health and any treatment and care you have received
- Results of investigations, such as X-rays and laboratory tests
- Relevant information from other health professionals that you may have been referred to in the past, or those who you see for treatment of ongoing conditions.

How your records are used to help you

Your records are used to guide professionals in the care you receive to ensure that:

- Your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need
- Full information is available if you see another doctor, or are referred to a specialist or another part of the NHS
- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to make a complaint

Help us to help you by making sure you let us know if you change name, address, or any of your contact telephone numbers.

How your records Are used to help the NHS

Your information may also be used to help us:

- Assess the needs of the practice population
- Make sure our services can meet patient needs in the future
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Investigate complaints, legal claims or untoward incidents

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

How we keep Your records confidential

Everyone working for the NHS, including all staff at the Practice have a legal duty to keep information about you confidential.

You may be receiving care from other organisations as well as the NHS like Social Services, or a private healthcare provider. We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it.

Anyone who receives information from us is also under a legal duty to keep it confidential

Copies of medical records for life insurance and other medical reports are normally requested and paid for directly by the requesting company.

How we keep your records Confidential (Continued)

The Practice respects your confidentiality and any breach of confidentiality is taken extremely seriously and may result in dismissal or prosecution for the staff members involved.

We will not disclose your information to third parties (including your family) without your explicit written consent unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be disclosed without your consent.

This includes but is not limited to information such as test results, appointments, whether a person is in the surgery at the time of asking, whether they have or have had appointments at the surgery.

If you wish someone to act or collect information on your behalf, and/or be able to discuss information about your healthcare which may include confidential information either on a temporary or permanent basis, please ask for a consent form from our Reception, or download one from our website:

<http://www.munromedicalcentre.co.uk/policies>

In some circumstances we may not be able to disclose information about a person aged 16 years or younger to a parent or guardian. The duty of confidentiality owed to a patient under the age of 16 is no less than one aged 16 or over.

How can you get access to your own health record

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access'. It applies to your health records.

If you would like to view the medical records the Practice holds for you, we would ask that you initially make your request in writing to:

*Practice Manager
Munro Medical Centre
West Elloe Avenue
Spalding
Lincolnshire
PE11 2BY*

If you have a specific reason for requesting access, please include this in your written request, this may help us deal with your request more quickly and make sure the appropriate person is available to discuss your records with you.