

Fair Processing Notice – Data Protection Act 1998

Your Information and how we use it

Why we collect information about you

Your practice is a member of SDS MyHealthcare Federation. The Federation is committed to improving primary and community-based services provided in Central, South and West Birmingham. It offers a wide range of high quality health and social care services delivered from local sites at times and locations that are convenient to you. This includes access to evening and weekend face to face and telephone consultations.

The service is available up to 12 hours per day, 7 days a week and provides additional GP, Pharmacist, Practice Nurse and Healthcare Assistant appointments delivered from our hubs. Patients will still be registered with their usual Practice, but practice staff will be able to offer a greater choice of appointments either at your usual surgery or at one of the hub sites. Patients will also be able to access a wide range of digital services using the SDS MyHealthcare App.

When you see a clinician or have a telephone consultation at one of our hub sites you will be asked to give consent to share your medical records. This is so that the clinician treating you has a full understanding of your medical history, any medications, and previous consultations and investigations. Access to this information will ensure that you receive the correct type of care and that a record of the consultation is added to your shared medical record so that your own GP is fully informed of the consultation and any treatment given. The hub clinicians are only allowed to view your medical records when they have your explicit consent to do so, or there is an over-riding legal reason for them to have the information, for example, safeguarding children or vulnerable adults. To ensure that we comply with our Data Protection responsibilities in keeping your information safe you will be asked to give your consent every time you see a hub clinician.

How we keep your records confidential

Everyone working for the NHS is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes stated and where the patient has given their explicit consent, unless there are other circumstances covered by the law.

Information sharing with other NHS and non-NHS organizations

For your benefit, we may also need to share information we hold about you with other organizations involved in your care such as other NHS organizations, Social Services or charitable and voluntary bodies working with us to improve your care. However, we will not disclose any information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of yourself or others is at risk or where the law requires it.

If we are asked to share information with a non-NHS organization that does not directly relate to your care, we will always seek your consent prior to any information being shared. If you choose not to consent to this when asked, then that decision will be recorded and respected.

Your right to object to us sharing your personal information

You have the right to object to the sharing of your personal information. The possible consequences will be fully explained to you so that you are able to make an informed decision.

Your rights under the Data Protection Act

Patients and service users, as data subjects, have a number of rights under the Data Protection Act, including a general right of access to personal data (electronic or paper) held about them.

In addition, SDS MyHealthcare will always obtain explicit consent before viewing your data. You have the right to object to sensitive information such as Fertility treatments/embryology; Sexually Transmitted Infections; Gender realignment; HIV/AIDs diagnosis; termination of pregnancy being shared with SDS MyHealthcare or other NHS or Non-NHS organizations by your own practice. Equally you have the right to object to SDS MyHealthcare sharing sensitive information with your own practice or other agencies following a consultation with one of our clinicians.

Right of access to your SDS MyHealthcare data

You can make your own application to see the information SDS MyHealthcare holds about you, or you can authorize someone else to make an application for you. A parent or guardian, a patient representative, or a person appointed by the Court may also apply. If you wish to access your personal data, then please contact:

MyHealthcare South Doc Services Limited

West Heath Medical Centre

194-196 West Heath Road, Birmingham , B31 3HB

In order for SDS MyHealthcare to fulfil its responsibilities under the Act, you may be asked to provide proof of your identity, and any further information required to locate the record you have requested.

Withholding information about you

Information may be withheld if the organization believes that releasing the information to you could cause serious harm to your physical or mental health. We do not have to tell you that information has been withheld.

Information may also be withheld if another person (i.e. third party) is identified in the record, and they do not want their information disclosed to you. However, if the other person was acting in their professional capacity in caring for you, in normal circumstances they could not prevent you from having access to that information.

Correcting inaccurate information

NHS organizations have a duty to ensure your information is accurate and up to date to make certain we have the correct contact and treatment details about you.

If your information is not accurate and up-to-date, you can ask us to correct the record. If we agree that the information is inaccurate or incomplete, it will be corrected. If we do not agree that the information is inaccurate, we will ensure that a note is made in the record of the point you have drawn to the organization's attention.

Further Information

If you would like to know more about SDS MyHealthcare please go to our website. If you would like to know about how we use your information, or if (for any reason) you do not wish to have your information used in any of the ways described above, please speak to the health professionals concerned with your care. Alternatively ask to speak to the Practice Manager at your registered practice.