



## Victoria Road Medical Practice

### **Sharing your information-patient leaflet.**

#### **Introduction**

This leaflet explains why we collect information about you, the ways in which this information may be used and who we may share this information with to help care for you.

#### **Why do we collect information about you and what records do we keep?**

To provide you with the best quality care possible, we must keep health records about you.

These contain information about the treatment and support you receive which is recorded by the professionals who have been involved in your care. This may include:

- basic details about you such as name, address, date of birth, email, phone numbers and next of kin;
- any contact we have had with you such as clinical consultations;
- notes and reports about your health including reports, diagnoses, medication and allergies;
- details and records about your treatment and care such as prescriptions, living wills, lasting power of attorney information, advanced directives;
- hospital letters and referrals;
- results of x-rays, laboratory tests etc.;
- any other relevant information from people who care for you and know you well such as health professionals and relatives.

## **How do we keep your records confidential?**

Everyone working for us has a legal duty to keep information about you confidential and secure. To help us protect your confidentiality, it is important to inform us about any relevant changes that we should know about, such as change of address, telephone, change of personal circumstance etc.

All staff working in the practice sign a confidentiality agreement that explicitly makes clear their duties in relation to personal health information and the consequences of breaching that duty. Access to patient records by staff other than clinical staff is regulated to ensure they are only accessed when there is a genuine need to do so, such as when identifying and printing repeat prescriptions for patients, or when typing referral letters to hospital consultants. We will share information in your health record to allow health professionals to work together more effectively to ensure you receive the best quality care.

We will share information with your NHS GP unless you tell us that you do not want us to do this. The reason behind this is so that your NHS GP is aware of any new diagnoses or medication that we have prescribed which is important for your safety.

### **SMS texts**

Where we hold your mobile number we may use SMS text messaging for the following reasons:

Appointment reminders

Notifications requesting you to contact your clinician or clinic for a specific reason i.e. notification that test results are ready or to make an appointment.

To carry out post-treatment service quality surveys.

### **Our GP Clinical System**

Our Practice uses a confidential electronic record system. This is a fully auditable system that is used to keep accurate medical records about you. These records store important information about your illnesses and the care you have received in the past. Your record may contain information from different health organisations such as a hospital.

Records may also include personal sensitive information such as sexuality, race, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information helps staff involved in your care to give personalised care, deliver appropriate treatment and care plans and meet your needs.

Your record is only accessed by individuals who have a legitimate reason to do so and who are providing you with care. We will share clinical information about you with other Health Professionals involved in your care but if you do not wish us to do this we will be happy to discuss this with you to record your choices about which organisations you are happy to share your whole record with.

### **How we use your information**

To help inform decisions that we make about your care.

To ensure that your treatment is safe and effective.

To work effectively with other organisations who may be involved in your care.

To support the health of the general public, ensure our services can meet future needs and review care to ensure it is of the highest possible standard.

For clinical audit

### **Heidi**

We use Heidi Health AI transcribing software to securely process and transcribe consultation notes and relevant health data. The software “listens” to your consultation and then transcribes this into a written form which is then pasted into your notes, checked and edited by your GP. This means more of the consultation can be focused on our patients rather than making notes.

Heidi health AI is a healthcare technology firm focused on developing AI-driven automation solutions aimed at reducing administrative burdens for physicians and enhancing their operational capabilities. Utilizing advanced natural language processing and machine learning techniques, their platform automates key processes such as patient data

documentation. This enables medical professionals to devote more attention to patient care.

### **How Heidi Health AI handles your data**

Data securely transcribed and processed by Heidi Health AI is fully compliant with ISO 27001 and UK GDPR regulations.

Strict confidentiality agreements are in place to ensure your data is not accessed or used for unauthorised purposes.

For more details on Heidi Health AI's privacy policy please visit

<https://www.heidihealth.com/au/legal/privacy-policy>

For Frequently asked questions please visit

<https://www.heidihealth.com/au/blog/heidi-compliance-lightning-faqs>

### **Other access**

If you are a carer and have the appropriate and evidenced authority, then you can agree access to the record on behalf of the patient who lacks capacity. If you do not have authority to make decisions about access to a patient record, then you can raise any concerns with the patient's doctor, who will make a decision in the best interests of the patient.

If you have parental responsibility and your child is not able to make an informed decision for themselves, then you can make a decision about information sharing on behalf of your child. If your child is competent then they can make this decision for themselves.

### **Can I access my records?**

The Data Protection Act 2018 (DPA) and the General Data Protection Regulation give every living person, or authorised representative, the right to apply for access to their health records. An audit log is maintained showing who has accessed your record, and when. You are also entitled to request a copy of this log.

You can view your own health record and view an audit trail of who has accessed your record by contacting us in writing and we will respond within a month. You will be required to provide ID before any information is released to you. You are entitled to ask us to correct any information we have about you that you believe is factually incorrect.

### **How can I access the information you hold about me, and what are my rights?**

Under the current Data Protection Act 2018 and the GDPR a person may request access to information (with some exemptions) that is held about them by an organisation. This is called a Subject Access Request. From 25 May 2018 (GDPR) there is no fee for this unless a request is unfounded or excessive, particularly if it is repetitive. In that case, a reasonable fee may be charged.

Your Rights under the GDPR are:

1. Right to be informed
2. Right to access
3. Right of rectification
4. Right to erasure
5. Right to restriction of processing
6. Right to data portability
7. Right to object
8. Automated individual decision-making, including profiling

We will comply with your rights and our responsibilities as stated above.

If you would like any further details about your information rights under the General Data Protection Regulation or think that anything in your record is factually inaccurate, please contact us.

### **Other people who may view your record.**

Occasionally we may receive requests from insurance companies, employers or other organisations for reports. We will only provide such reports if the requestor has provided a copy of your consent for us to do so.

We are legally required to provide limited information to local authorities about certain infectious diseases or if you have had food poisoning for the purpose of protection of the public. Very rarely, doctors may also be required to disclose information in order to safeguard a child or vulnerable adult or to detect a serious crime. Likewise, a Court Order can require doctors to disclose certain information during a court case.

We will not disclose any health information to other third parties without your explicit consent, unless there are exceptional circumstances. A person's right to confidentiality is not absolute and there may be other circumstances when we must share information from your patient record with other agencies. In these rare circumstances we are not required to have your consent.

Examples of this are:

If there is a concern that you are putting yourself at risk of serious harm

If there is concern that you are putting another person at risk of serious harm

If there is concern that you are putting a child at risk of harm

If we have been instructed to do so by a Court

If the information is essential for the investigation of a serious crime

If you are subject to the Mental Health Act (1983), there are circumstances in which your 'nearest relative' must receive information even if you object.