

THE GROVE MEDICAL CENTRE

PRIVACY NOTICE

ICO Registration Number: Z9536996

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read this privacy notice ('Privacy Notice') carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

1. WHY WE ARE PROVIDING THIS PRIVACY NOTICE

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please do contact our **Data Protection Officer** (details below).

The Law says:

- A. We must let you know why we collect personal and healthcare information about you;
- B. We must let you know how we use any personal and/or healthcare information we hold on you;
- C. We need to inform you in respect of what we do with it;
- D. We need to tell you about who we share it with or pass it on to and why; and
- E. We need to let you know how long we can keep it for.

2. THE DATA PROTECTION OFFICER (DPO)

The Data Protection Officers for our Surgery are Ms Tania Palmarielloviney and the Central East ICB Data Protection Officer Team. The DPO Team can be contacted via the Practice by emailing thegrove@nhs.net as a first point of contact, if:

- You have any questions about how your information is being held;
- If you require access to your information or if you wish to make a change to your information;
- If you wish to make a complaint about anything to do with the personal and healthcare information we hold about you;
- Or any other query relating to this Policy and your rights as a patient.

3. ABOUT US

We, at **The Grove Medical Centre** situated in Borehamwood Shopping Park, Borehamwood, Hertfordshire, WD6 4PR are a **Data Controller** of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be **Data Processors**. The purposes for which we use your information are set out in this Privacy Notice.

4. WHAT INFORMATION DO WE HOLD ABOUT YOU?

We hold 2 types of data about you:

A) Personal data (data which identifies you)

- Personal data only includes information relating to natural persons
- Personal data may also include special categories of personal data or criminal conviction and offences data. These are considered to be more sensitive and we may only process them in more limited circumstances
- Pseudonymised data can help reduce privacy risks by making it more difficult to identify individuals, but it is still personal data

B) Special Category (sensitive data)

This sort of data could include:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade union membership
- Genetic data
- Biometric data (where used for identification purposes)
- Health
- Sex life
- Sexual orientation

5. INFORMATION WE COLLECT FROM YOU

The information we collect from you will include:

- A. Your contact details (such as your name and email address, including place of work and work contact details);
- B. Details and contact numbers of your next of kin;
- C. Your age range, gender, ethnicity;
- D. Details in relation to your medical history;
- E. Details of your family history;
- F. The reason for your visit to the Surgery;
- G. Medical notes and details of diagnosis and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare;
- H. Details of your regular medication

6. INFORMATION ABOUT YOU FROM OTHERS

We also collect personal information about you when it is sent to us from the following:

- A. hospital, a consultant or any other medical or healthcare professional, or any other person involved with your general healthcare;
- B. Department of Work and Pensions, DVLA, The Job Centre
- C. Social Services;
- D. Court orders and Police Requests;

E. Firearms and Medical Applications;

7. YOUR SUMMARY CARE RECORD

Your summary care record is an electronic record of your healthcare history (and other relevant personal information) held on a national healthcare records database provided and facilitated by NHS England.

This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct healthcare.

You may have the right to demand that this record is not shared with anyone who is not involved in the provision of your direct healthcare. If you wish to enquire further as to your rights in respect of not sharing information on this record then please contact our Data Protection Officer.

To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, please visit www.nhs.uk/my-data-choice.

Note if you do choose to opt out, you can still consent to your data being used for specific purposes. However, if you are happy with this use of information you do not need to do anything. You may however change your choice at any time.

8. WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO, AND WHY

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment. This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in providing better care to you and your family and future generations. However, as explained in this privacy notice, confidential information about your health and care is only used in this way where allowed by law and would never be used for any other purpose without your clear and explicit consent.

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of your direct healthcare needs. It, therefore, may be important for them to be able to access your information in order to ensure they may properly deliver their services to you:

- A. Hospital professionals (such as doctors, consultants, nurses, etc);
- B. Other GPs/Doctors;
- C. Pharmacists;
- D. Nurses and other healthcare professionals;
- E. Dentists;
- F. Any other person that is involved in providing services related to your general healthcare, including mental health professionals.

9. OTHER PEOPLE WHO WE PROVIDE YOUR INFORMATION TO

- A. Commissioners;
- B. Integrated Care Boards;
- C. Local authorities;
- D. Community health services;

- E. For the purposes of complying with the law e.g. Police, Solicitors, Insurance Companies;
- F. Anyone you have given your consent to, to view or receive your record, or part of your record. **Please note, if you give another person or organisation consent to access your record we will need to contact you to verify your consent before we release that record. It is important that you are clear and understand how much and what aspects of, your record you give consent to be disclosed.**
- G. **Sharing with regulators or because of a legal obligation** - We may share information about you with our regulators, including the
- Care Quality Commission,
 - Medicines and Healthcare products Regulatory Agency (which ensures medicines and medical devices used in the UK work and are acceptably safe)
 - NHS England (which leads the NHS in England) and the Department of Health (the government department responsible for health and adult social care policy)
 - Health & Safety Executive
 - Public Health England

Before any disclosure will be made, we will satisfy ourselves that any disclosure sought is required by law or can be justified in the public interest.

Information about you may also be shared with the police and other third parties where reasonably necessary for the prevention and detection of crime. On occasion, this may include Home Office and HMRC.

- H. **Enhanced Access** – we provide extended access services to our patients which means you can access medical services outside of our normal working hours. In order to provide you with this service, we have formal arrangements in place with the Clinical Commissioning Group and with other practices whereby certain key “**hub**” practices offer this service on our behalf for you as a patient to access outside of our opening hours. This means, those key “**hub**” practices will have to have access to your medical record to be able to offer you the service. Please note to ensure that those practices comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those purposes only.

The key **hub** practices are as follows:

Annandale Medical Centre
Fairbrook Medical Centre
Highview Medical Centre
Little Bushey Surgery
Parkfield Medical Centre
Schopwick Surgery
Red House Group

- I. **Data Extraction by the Integrated Care Board (ICB)** – the ICB at times extracts medical information about you, but the information we pass to them via our computer systems **cannot identify you to them**. This information only refers to you by way of a code that only your practice can identify (it is pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the ICB from **ever** identifying you as a result of seeing the medical information and we will **never** give them the information that would enable them to do this.
- J. **CQRS** – This is a software system used by NHS England to extract anonymised data for payment purposes to the Practice. A number of services provided by the surgery are paid for by the number of procedures performed. Examples are flu vaccinations, immunisations to vulnerable groups of patients and catch up vaccinations.

- K. **Central London Community Healthcare** – We work closely with the community nurses and other staff at CLCH in providing community based services such as complex case management, for patients who require ongoing integrated care, community phlebotomy and community visiting.
- L. **Herts Health GP Federation** – This is a group of Practices within Hertsmere consisting of Annandale Medical Centre, Fairbrook Medical Centre, Highview Medical Centre, Little Bushey Surgery, Red House Group, Parkfield Medical Centre and Schopwick Surgery. Herts Health is commissioned to provide services at neighbourhood and PCN level and it may be that you will attend for an appointment with one of these services. They will also employ staff to work on behalf of HertsFive PCN. Information will only be shared with Herts Health directly where necessary and with patient consent. Herts Health does require information regarding the number of patients attending their services but this information is provided manually by our Practice and does not include any patient identifiable information.
- M. **Hertfordshire Health Improvement Service (HHIS)** – HHIS is a service run by Public Health that delivers NHS Health checks to the patients of our Practice. To assist in delivering these Health Checks the clinicians that are running the clinics will require access to your medical record. No data will be shared externally with their organisations.
- N. **Hertfordshire County Council (HCC)** – HCC are responsible for providing NHS Health Checks and Coil Fittings. They extract the data using their own software which is anonymised and only your patient number can be seen.
- O. **Prescribing Support Service (PSS)** – PSS will be working closely with our Practice to deliver telephone consultation clinics for patients that require medication reviews and medicines reconciliation and to assist with other medication related queries.
- P. **Herts Five Primary Care Network (PCN)** – Our Practice is part of a PCN along with five other Practices, Fairbrook Medical Centre, Schopwick Surgery, Red House Surgery and Little Bushey Surgery. Our Practice will be working collaboratively with the other PCN Practices on various projects including an extended hours cross practice appointment system and other screening and health improvement projects. Information will only be shared with other PCN Practices where necessary and with patient consent. The PCN will require data from member Practices to compile reporting and monitor service efficiency but this information will be anonymised.
- Q. **Hertfordshire Partnership Foundation Trust** – As part of the Primary Care Mental Health Service our Practice will be allocated with a Nurse that will consult with our patients using our clinical system.
- R. **Ardens** - This company is commissioned to integrate their software with our clinical system to help provide clinical decision support and data analytics.
- S. **Oracle Business Intelligence** – The ICB extracts de-identified medical information about you from our clinical system for population health management and risk stratification purposes Oracle are commissioned to carry out this process using a risk stratification tool called Gemima.
- T. **Herts Help Hospital and Community Navigation Service (HCNS)** – Our Practice work closely with Herts Help who employ community navigators who may assist our patients with complex social needs.
- U. **NEXUS Health Limited** - Our Practice will have First Contact Practitioners (Physios), employed by NEXUS, working on behalf of the PCN, who may assist our patients with MSK concerns
- V. **GP Connect** – We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it, to support direct patients care, leading to improvements in both care and outcomes. GP Connect is not used for any purpose other than

direct care and only authorised Clinicians such as GPs, NHS 111 Clinicians, Care Home Nurses (if you are in a Care Home), Secondary Care Trusts, Social Care Clinicians are able to access the GP records of the patients they are treating via a secure NHS Digital service called GP connect.

- W. **Eclipse** - This software supports the delivery of the NHS Health Check programme by assisting with data analysis, managing patient recalls, and enabling Hertfordshire County Council to monitor and support the programme effectively. It is also used as a platform to monitor prescribing alerts and data for our Practice patients.
- X. **AccuRx** – This software is commissioned by the ICB to support with video consultations, online consultation & triage and provide a two-way SMS service to the practice.
- Y. **Pinnacle Systems Management** – Pinnacle is a point of care system designed to support the delivery of COVID-19 vaccines at vaccination centres, Primary Care settings and community pharmacies across England.
- Z. **Microtech** - This company provides the surgery pod for the Practice, which is used to capture patient data, and integrates with our clinical system. The data is stored in the Practice portal.
- AA. **EMIS** - Owned by Optum, this company provide the clinical system that we use in practice to store and manage patient records.
- BB.
- CC. **Docman** - This company provide the clinical system that we use in practice clinical letters, and this integrates with EMIS.

10. GENERAL PRACTICE DATA FOR PLANNING AND RESEARCH DATA COLLECTION

This practice is supporting vital health and care planning and research by sharing your data with NHS Digital. For more information about this see - [GP Practice Privacy Notice for General Practice Data for Planning and Research](https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/gp-privacy-notice).
<https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections/general-practice-data-for-planning-and-research/gp-privacy-notice>

11. HOW ANONYMISED INFORMATION MAY BE USED

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information

- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations had until 2020 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation is compliant with the national data opt-out policy.

12. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

A. Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please ask at reception. We will provide this information free of charge however, we may in some **limited and exceptional** circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

B. Online Access

All patients over 16 are permitted to have prospective access to their online medical record, including consultation information, results and documents, unless the Practice believes there may be a risk for granting access to individual patients.

You may ask us if you wish to have online access to your historical medical record. However, there will be certain protocols that we have to follow in order to give you online access, including written consent and production of documents that prove your identity.

Please note that when you have online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

C. Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

D. **Removal**

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

E. **Objection**

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

F. **Transfer**

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

13. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

14. HOW WE USE THE INFORMATION ABOUT YOU

We use your personal and healthcare information in the following ways:

- A. when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare;
- B. when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

15. LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION

The Law says we need a **legal basis** to handle your personal and healthcare information.

CONTRACT: We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.

CONSENT: Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

NECESSARY CARE: Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position not to be able to consent.

LAW: Sometimes the Law obliges us to provide your information to an organisation (see above).

16. SPECIAL CATEGORIES

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

PUBLIC INTEREST: Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment;

CONSENT: When you have given us consent;

VITAL INTEREST: If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);

DEFENDING A CLAIM: If we need your information to defend a legal claim against us by you, or by another party;

PROVIDING YOU WITH MEDICAL CARE: Where we need your information to provide you with medical and healthcare services

17. CORONAVIRUS (COVID-19) PANDEMIC AND YOUR INFORMATION

The ICO recognises the unprecedented challenges the NHS and other health professionals have faced since the Coronavirus (COVID-19) pandemic. The ICO also recognise that 'Public bodies may require additional collection and sharing of personal data to protect against serious threats to public health.'

The Government have also taken action in respect of this and on 20th March 2020 the Secretary of State for Health and Social Care issued a Notice under Regulation 3(4) of The Health Service (Control of Patient Information) Regulations 2002 requiring organisations such as GP Practices to use your information to help GP Practices and other healthcare organisations to respond to and deal with the COVID-19 pandemic.

In order to look after your healthcare needs during this difficult time, we may urgently need to share your personal information, including medical records, with clinical and non-clinical staff who belong to organisations that are permitted to use your information and need to use it to help deal with the Covid-pandemic. This could (amongst other measures) consist of either treating you or a member of your family and enable us and other healthcare organisations to monitor the disease, assess risk and manage the spread of the disease.

Please be assured that we will only share information and health data that is **necessary** to meet yours and public healthcare needs.

The Secretary of State for Health and Social Care has also stated that these measures are temporary and will expire on 30th September 2020 unless a further extension is required. Any further extension will be provided in writing and we will communicate the same to you. Please also note that the data protection and electronic communication laws do not stop us from sending public health messages to you, either by phone, text or email as these messages are not direct marketing. It may also be necessary, where the latest technology allows us to do so, to use your information and health data to facilitate digital consultations and diagnoses and we will always do this with your security in mind.

If you are concerned about how your information is being used, please contact our DPO using the contact details provided in this Privacy Notice.

18. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

The information about you that we hold and use is held securely in the United Kingdom and stored electronically and in paper format and on secure servers.

We retain your records for certain periods (depending on the particular type of record) under our retention of records policy. The Grove Medical Centre follows the recommended best practice contained in the NHS Records Management Code of Practice. This is to ensure that information is properly managed and is available whenever and wherever there is a justified need for that information, including:

- To support patient care and continuity of care
- To support evidence-based clinical practice
- To assist clinical and other audits
- To support our public task
- To meet legal requirements

19. IF ENGLISH IS NOT YOUR FIRST LANGUAGE

If English is not your first language you can request a translation of this Privacy Notice. Please contact the Practice by email or telephone.

20. COMPLAINTS

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our Data Protection Officer.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number)

Email: casework@ico.org.uk

21. OUR WEBSITE

The only website this Privacy Notice applies to is the Surgery's website. If you use a link to any other website from the Surgery's website then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

22. MY CARE RECORD

My Care Records enables health and care professionals to access the information they need to look after you, even if they work for different organisations or in different locations.

The Grove Medical Centre is a part of *My Care Record*, an approach to improving care by joining health and care information. Health and care professionals from other services will be able to view information from the records we hold about you when it is needed. Please see www.mycarrecord.org.uk for more information.

For further information, please access the website <https://www.mycarrecord.org.uk/>

23. HEALTH INFORMATION EXCHANGE GATEWAY

Joining up health and care information via the HIE (Health Information Exchange) used across the region to enable health and care professionals to access up-to-date information held by different organisations or in different locations. This will result in more effective care and secure information sharing for direct care purposes.

Each organisation will determine the content of their own information feed into the Shared Care Record. This will be based on the nature of the records that the organisation holds.

The Cerner HIE (Shared Care Record) system displays the feeds from partner organisations in a single user accessible dashboard, in *real time*.

24. SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure.

Our IT is managed by the ICB commissioned IT support Team who ensure that all safeguards are in place to protect data held on our IT systems are protected and secure from unauthorised access, loss or damage and hold a Cyber Security Plus certification.

We regularly update our processes and systems and we also ensure that our staff are properly trained in information governance and General Data Protection Regulations (GDPR).

The Grove Medical Centre is required to complete the NHS Digital Data Security & Protection Toolkit. This is a tool that provides assurance that we are meeting standards on handling patient/client information.

25. TEXT MESSAGING AND CONTACTING YOU

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have your up to date details. This is to ensure we are sure we are actually contacting you and not another person.

26. TELEPHONE RECORDINGS

We may record telephone calls you have with our reception team and other staff members to:

- check for mistakes
- train staff
- prevent, detect and investigate complaints and/or criminal activity

Please refer to the Telephone Recording Privacy notice for further information.

27. VIDEO/ONLINE CONSULTATIONS

The Practice is using AccuRx to carry out video consultations. The consultation is not stored or recorded within the AccuRx system. The clinical staff member is required to record observations and outcomes of the consultation directly into patient records in the same way as a face to face consultation. No recordings of the video will be stored in the AccuRx or Practice systems.

28. WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Privacy Notice in the Surgery's reception, on our website, or a copy may be provided on request.

29. CHANGES TO OUR PRIVACY NOTICE

We regularly review and update our Privacy Notice. This Privacy Notice was last updated on 30.04.26

Next review: April 27