In order to achieve the highest quality of NHS health care possible secure records are kept concerning your health history, including information about care you have received at your GP practice, at hospital or at your dental practice.

**Your records include information such as:**

• Basic details about you, including your name, address, age and NHS number.

• Details of past contact we have had with you, including past or ongoing treatments.

• Details and records about your treatment and care.

• Results of x-rays and tests, and allergy information.

• Hospital admission and discharge records.

• Relevant information from people who care for you and know you well, such as health professionals and your relatives.

**It is recognised as good practice for people in the NHS who provide your care to:**

• Engage in discussion and agree what information they are going to record.

• Share what information they have recorded about you, if you ask to see it.

• Provide you with a copy of letters that they are writing about you.

**The NHS uses your records to:**

* Provide a good basis for all health decisions made in consultation with you and other health care professionals.
* Make sure that your health care is safe, appropriate and effective.
* Help investigate any concerns or complaints you or your family may have about your health care.

**Anonymised data from your records (which does not include your personal details) may also be used in order to:**

* Check the quality of care provided by a particular health care provider e.g. carrying out a clinical audit.
* Determine whether certain treatments are more effective than others
* Track the spread, or risk factor, of a particular disease.

**Why we collect your information & how are they used**

**Practice Contact Detail**

**How your information   
may be shared**

**We may share information** with the following main partner organisations:

* NHS Trusts / Foundation Trusts/GPs
* NHS Commissioning Support Units
* Independent Contractors such as dentists, opticians, pharmacists
* Private/Voluntary Sector Providers
* Ambulance
* Clinical Commissioning Groups
* Social Care Services
* NHS England (NHSE) and NHS Digital (NHSD)
* Multi Agency Safeguarding Hub (MASH)
* Local Authorities
* Education Services
* Fire and Rescue Services
* Police and Judicial Services
* Voluntary Sector Providers
* Private Sector Providers
* Other ‘data processors’ which you will be informed of

Anonymous information is used wherever possible, but on occasions we may use identifiable information for essential NHS purposes such as research and auditing. This information **will only be used with your consent,** unless the law requires us to pass on the information.

For certain national or local extraction of your notes *the NHS will assume you are happy for your data to be used unless you opt out.*

For more information about how you can opt-out please visit our website –heading “Data Protection” or speak to our staff.

**Further Information**

* These rights are explained in further detail   
  in the leaflet ‘**Access to health records**‘, which is available from the practice and in “Sharing your records leaflet” on Practice website under Data Protection section.
* You can also find more information about your rights to your notes in Practice Privacy Notice.

**How We Use Your Records**

**ST ALBANS MEDICAL CENTRE**

**212 RICHMOND ROAD**

**KINGSTON KT2 5HF**

**www.stalbansmedicalcentre.co.uk/**

**How your records are   
kept confidential**

Everyone working for the NHS has a legal duty to keep your information confidential.

**We will not share information that identifies you for any reason unless:**

* You ask us to do so.
* We ask and you give us specific permission.
* We are obliged to do so by law.
* We have special permission for health or research purposes.
* We have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put other people you come into contact with at risk.

**We have a duty to**

* Keep full, up-to-date and accurate records of the care we provide for you.
* Ensure that records about you are kept confidential and secure.
* Provide information in a format that is accessible to you (e.g. large type if you are partially sighted). Ask Practice Manager for more information.

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The **Data Protection Act 2018** specifies the rights of access of the Data Subject.

All requests for access must be in writing on a Data Access form, which will be provided on request.**The Practice may charge a reasonable fee to provide the footage.**A response will be provided as soon as possible and in any event within 40 days. Where an application is declined, a reason will be given.

Images will only be made available to third parties in limited and prescribed circumstances, and this will generally be restricted to law enforcement agencies.

Images will not be retained longer than is considered necessary, and will be then be deleted.

All images will be held securely, and all access requests and access to images will be documented.

Images may record individuals and / or record incidents. Not all recordings are designed to identify persons.

Other than in accordance with statutory rights, the release or availability of images will be at the discretion of the Partners / Principal to the Practice, who are Data Controllers for the purposes of the Data Protection Act.

Images are held to improve the personal security of patients and staff whilst on the premises, and for the prevention and detection of crime, and images may be provided to police or other bodies.

Where access is granted in response to an application received, the image may be edited to exclude images of third parties who may be also included within the requested image. This may be necessary to protect the identity of the third parties. In these circumstances the image released as part of the application may record / identify the “data subject” only.

When assessing the content of the image released the decision will be taken by the Data Controllers having due regard to the requirements of the Data Protection Act and Code of Conduct.

**CCTV**

**How you can access your   
health records**

**How you can access your   
health records (exemptions)**

The Data Protection Act gives every living person (or authorised representative) the right to apply for access to their health records.

**Online Access to Medical Records**

As of 1st November 2022 you (age 16 and over only) will automatically gain an online access to your prospective records.

**To make a subject access request (SAR)**

If you have not gained already an access to your records prior to 1st November or a patient is below age of 16 you can make a SAR request.

A request for your medical health records held at *St Albans Medical Centre* must be made in writing (e-mails accepted) to Practice Manager on behalf of the data controller- Dr V Parekh (*please contact the practice for alternative methods of access if you are unable to make a request in writing*).

**Costs**

Under the Data Protection Act you **will   
not normally be** charged a fee to view your health records or to be provided with a copy   
of them unless the request is judged to be unfounded or excessive.

Once the data controller has all the required information, and fee where relevant, your request should be fulfilled within one month (*in exceptional circumstances where it is not possible to comply within this period, you will be informed of the delay within one month of the request.*

In some circumstances, the Act permits the data controller to withhold information held in your health record. These rare cases are:

\*Where it has been judged that supplying you with the information is likely to cause serious harm to the physical or mental health or condition of you, or any other person, or;

\*Where providing you with access would disclose information relating to or provided by a third person who had not consented to the disclosure. This exemption does not apply where that third person is a clinician involved in your care.

\*When making your request for access, it would be helpful if you could provide details of the time-periods and aspects of your health record you require (*this is optional, but it may help save practice time and resources*).

\*If you are using an authorised representative, you need to be aware that in doing so, they may gain access to all health records concerning you, which   
may not all be relevant. If this is a concern, you should inform your representative of what information you wish them to specifically request when they are applying for access.

**Complaints**

If you have any complaints about any aspect of your application to obtain access to your health records, you should first discuss this with the clinician concerned. If this proves unsuccessful, you can make a complaint through the NHS Complaints Procedure by contacting the Practice Manager. Alternatively you can contact the Information Commissioners Office (responsible for governing Data Protection compliance) –

Wycliffe House, Water Lane, Wilmslow, Cheshire,

SK9 5AF Tel 01625 545745 or [www.ico.org.uk/](http://www.ico.org.uk/)

Please ask Practice staff for our Complaints leaflet for more details about the procedure.

**Further Information**

These rights are explained in further detail   
in the leaflet ‘**Access to Medical Records under   
the Data Protection Act 1988**‘, which is available   
from the practice. If you can’t find a copy, you   
can ask for one from reception.