

WESTGATE SURGERY

PRIVACY POLICY

NHS Digital collects information with the purpose of improving health and care for everyone. The information collected is used to:¹

- Run the health service
- Manage epidemics
- Plan for the future
- Research health conditions, diseases and treatments

NHS Digital is a data controller and has a legal duty, in line with the General Data Protection Regulation (GDPR), to explain why it is using patient data and what data is being used. Similarly, Westgate Surgery has a duty to advise patients of the purpose of personal data and the methods by which patient personal data will be processed.

Westgate Surgery takes your privacy very seriously, looking after the personal data you share with us. We want you to be confident that your data is safe and secure with us, and understand how we use it to offer you effective care.

1. What this Policy covers:

The data controller is Westgate Surgery (referred to in this Policy as “we” or “us”).

We are committed to doing the right thing when it comes to how we collect, use and protect your personal data. That’s why we’ve developed this privacy policy which:-

- Sets out the type of personal data that we collect
- Explains how and why we collect and use your personal data
- Explains when and why we will share personal data within the practice and with other organisations; and
- Explains the rights and choices you have when it comes to your personal data.

We offer a wide range of services, so we want you to be clear about what this Policy covers. This Policy applies to you if you use our services (referred to in this Policy as “Our Services”.) Using our services means:-

- Any medical care provided by the surgery team.
- Any nursing care provided by the surgery team.
- Any administration including invitations for services.

This Policy also applies if you contact us or we contact you about our services.

¹ [NHS Digital – How we look after your health and care information](#)

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Some other organisations may need to collect and use personal data to provide you with care and for certain other purposes. They have their own privacy policies that explain how they use your personal data.

Our Website may contain links to other websites operated by other organisations that have their own privacy policies. Please make sure you read the terms and conditions and privacy policies carefully before providing any personal data on a website as we do not accept any responsibility or liability for websites of other organisations.

2. Personal data we collect

This section tells you what personal data we may collect from you when you use our services and what other personal data we may receive from other sources.

When you register at Westgate Surgery, we ask to see some form of identification to confirm that you are living in our catchment area generally a letter sent to your home address. We do not keep a copy of this information and staff members just note that they have seen it on your registration form. You then provide us with:

- Name and Title;
- Date of Birth;
- Addresses;
- Contact detail: email addresses & phone numbers.

After you have registered with us, we will request your medical history from your previous doctor, this is to ensure you receive the best possible care and the personal data received will be used to facilitate the care you receive. Personal data received will include:

- Any contact the previous surgery has had with you, such as appointments, clinic visits, emergency appointments etc.
- Notes and reports about your health.
- Details about your treatment and care.
- Results of investigations such as laboratory tests, x-rays etc.
- Relevant information from other health professionals, relatives or those who care for you.

When you contact us or we contact you, we may collect:

- Personal data you provided about yourself anytime you contact us about our services (for example, your name, date of birth and address), including by phone, email or post.

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- Details of the emails and other digital communications we sent to you that you open, including any links in them that you click on
- Your feedback and contributions to patient surveys and questionnaires.

Other sources of personal data

We may also use personal data from other sources, such as hospital services and out of hours care that supply information and public registers. For example, this other personal data helps us to:-

- Provide medical care
- Review and improve the accuracy of the data we hold

3. How and why we use personal data

This section explains in detail how and why we use personal data.

We add data on how we manage your health care including your consultations, drugs prescribed and information provided by all health care clinicians involved in your care.

We use data to manage and improve our day to day operations.

Contact and interact with you:

- Contact you about your medical care, for example by phone or post

Why do we process your personal data in this way? We want to care for you better as a patient so we use personal data to provide clinical care.

- Invite you to take part in surveys and questionnaires

Why do we process your personal data in this way? We carry out surveys to improve our services.

Sharing personal data with Westgate Surgery

This section explains how and why we share personal data with team members.

We may share your personal data we collect with other organisations:

- Community Trust
- Health Visiting Team
- Social Services

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Sharing personal data with Secondary Care Trusts

Some personal data will be shared with the Acute Hospital Trusts who have their own GDPR Policy and privacy statements.

Service Providers

We work with carefully selected service providers that carry out certain functions on our behalf. These include, for example, pharmacies, audiologists and physiotherapists. We only share personal data that enable our service providers to provide their services.

4. Sharing personal data with other organisations

This section explains how and why we share personal data with other organisations.

We share personal data with other organisations in the following circumstances:-

- If the law or a public authority says we must share the personal data;
- If we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing data to others for the purposes of preventing fraud or reducing credit risk);

5. How we protect personal data

We know how important it is to protect and manage your personal data. This section sets out some of the measures we have in place.

Every member of staff who works for Westgate Surgery has a legal obligation to keep information about you confidential.

We use computer safeguards such as firewalls and data encryption, and we enforce physical access controls to our building and files to keep this data safe. We only authorise access to employees who need it to carry out their job responsibilities.

- We do not store or process any personal data on our website.
- We enforce physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personal data. We may occasionally ask for proof of identity before we share your personal data with you.
- We protect the security of your information while it is being transmitted by encrypting it using Secure Sockets Layer (SSL) NHS.Net, a safe email server.

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- Our computer systems are password protected and any access to your personal data is only made so that members of staff can complete their job responsibilities.

However, whilst we take appropriate technical and organisational measures to safeguard your personal data, please note that we cannot guarantee the security of any personal data that you transfer over the internet to us.

The NHS will put in place appropriate protection to make sure your personal data remains adequately protected and treated in line with this Policy.

6. Your rights

You have the right to request a copy of the personal data we hold about you. This is called a Subject Access Request.

You are able to view the personal data we hold about you via “Online Access” to your medical records and encourage all patients to view their records on line before requesting a copy.

If you would like a copy of the personal data we hold about you, please write to the Data Protection Officer, c/o Westgate Surgery, 60 Westgate Bay Avenue, Westgate-on-Sea, Kent CT8 8SN.

- We are required to respond to you within 30days.
- You will need to give adequate information (for example full name, address, date of birth, NHS Number and details of your request) so that your identity can be verified and your records located.

You can also email us at: tccg.westgatepatient@nhs.net

We want to make sure that the personal data we hold about you is accurate and up to date. If any of the details are incorrect, please let us know and we will amend them.

7. National data opt-out programme

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes.² This programme will be live with effect from 25 May 2018.

Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to do so or who do not want to use the online system.

² [NHS Digital National data opt-out programme](#)

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Individuals who have opted out using the existing Type 2 opt-out will be automatically transferred to the new national data opt-out system and will be notified on an individual basis of the change.

The following resources are available for staff at Westgate Surgery:

- [Pack A The NDG Review and Government Response Published March 2018](#)
- [Pack B Taking the National Data Opt-out Forward Published March 2018](#)
- [Pack C National Data Opt-out Approach Published March 2018](#)
- [Pack D National Data Opt-out Operational Policy Published November 2017](#)
- [Pack E1 Preparing for Implementation Published March 2018](#)
- Pack F – Not yet published
- [Pack G Fit with Data Protection Bill \(GDPR\) Published December 2017](#)

Should any queries arise regarding the national data opt-out programme, Westgate surgery will email the query to the national data opt-out enquiries mailbox: newoptoutenquiries@nhs.net

8. Summary

It is the responsibility of all staff at Westgate Surgery to ensure that patients understand what information is held about them and how this information may be used. Furthermore, the practice must adhere to the DPA18 and the GDPR, to ensure compliance with extant legal rules and legislative acts.

How to contact us

If you have any concerns or questions about how we collect, store, manage or use personal information please contact us.

Telephone: 03000 426426

Email: Tccg.westgatepatient@nhs.net

Or write to us at:

Westgate Surgery
60 Westgate Bay Avenue
Westgate-on-Sea
Kent CT8 8SN

If you are unhappy following a review by Westgate Surgery, you can complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

We will review this policy regularly and reserve the right to change the policy at any time. Any changes will be updated on our website.

Approved by: Dr Walton and Partners

Approved: 19th May 2018

Review:

Next Review: 19th May 2021 or at times of significant change