



Privacy information leaflet

Belmont Medical Centre

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www.belmontmedicalcentre.co.uk

What is a privacy notice?

A privacy notice helps your doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the doctors or nurses makes about you in your healthcare record.

Why do we need one?

Your doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the *General Data Protection Regulation* (or *GDPR* for short).

What is the GDPR?

The *GDPR* is a new document that helps your doctor's surgery keep the information about you secure. It's new and will be introduced on the 25th May 2018, making sure that your doctor, nurse and any other staff at the practice follow the rules and keep your information safe.

How do you know about our privacy notice?

At your surgery, we have posters in our waiting room and leaflets to give to patients and we also have lots of information about privacy on our website, telling you how we use the information we have about you.

What information do we collect about you?

Don't worry; we only collect the information we need to help us keep you healthy - such as your name, address, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

How do we use your information?

Your information is taken to help us provide your care. But we might need to share this information with other medical teams, such as hospitals, if you need to be seen by a consultant or sent for an X-ray. Your doctor's surgery may be asked to help with medical research; but don't worry, we will always ask you if it's okay to share your information.

How do we keep your information private?

Your doctor's surgery knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important rule books.

What if I've got a long-term medical problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it!

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. More information is available from a member of staff at the surgery, who can also explain what this means to you.

How do I access my records?

If you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR).

What do I do if I have a question?

If you have any questions, ask a member of the surgery team You can:

1. Contact the practice's data controller via email at administration.belmont@nhs.net GP practices are data controllers for the data they hold about their patients
2. Write to the data controller at Belmont Medical Centre, Eastholme Ave, Belmont, Hereford, HR2 7XT
3. Ask to speak to the practice manager or their deputy.

The Data Protection Officer (DPO) for Belmont Medical Centre is Paul Couldrey of PCIG Consulting Ltd (contact details available for the Practice Manager)

What to do if you're not happy about how we manage your information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you are unhappy with any part of our data-processing methods, you can complain. For more information, visit ico.org.uk and select 'Raising a concern'.

We always make sure the information we give you is up to date. Any updates will be published on our website, in our newsletter and leaflets, and on our posters.