

# The Harley Street General Practice – Privacy Notice

**This privacy notice explains what information the practice collects about you and how that information may be used.**

*Please forward any comments about this privacy notice to Dr Samina Showghi*

The Harley Street General Practice (The HSGP) and the medical staff therein will provide a full range of medical services as expected of any general medical practitioner. The range of services include consultation, examination, health assessments, child vaccinations, travel-related treatments and medical insurance reports.

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything.

The healthcare professionals who provide you with care maintain records about your health and any treatment or care you have received previously (eg NHS Trust, GP surgery, walk-in clinic). These records help to provide you with the best possible healthcare. Your records may be electronic, on paper, or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records which this GP practice hold about you may include the following information:

- Details about you (your name, date of birth, address, next of kin, emergency contact details etc)
- Any contact that the surgery has had with you (appointments, clinic visits, emergency appointments etc)
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations (laboratory tests, X-rays, scans etc).

To ensure that you receive the best possible care, your records are used to facilitate the care you receive.

## **Clinical Audit**

Information may be used within the GP practice for clinical audit to monitor the quality of the service provided. Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

## **Maintaining Confidentiality**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012.

Every member of staff who works for The HSGP has a legal obligation to keep information about you confidential. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (ie, life-or-death situations), where the law requires information to be passed on, and/or in accordance with the Caldicott principles. This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

## **Sharing Information**

You will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required. We may also use external companies to process personal information, such as for archiving purposes. These companies are themselves bound by contractual agreements to ensure information is kept confidential and secure.

## **Right of Access**

You have the right to request access to view or to obtain copies of what information the practice holds about you and to have it amended should it be inaccurate.

In order to request this, you should be aware of the following:

- Your request must be made in writing.
- The HSGP reserves the right to charge a reasonable administrative fee to comply with requests.
- We are required to respond to you within one month.

The HSGP has a template form should you require it which states the information necessary (for example full name, address, date of birth, and details of your request) so that your identity can be verified and your records located.

## **Objections / Complaints**

This practice operates a procedure for the investigation of complaints.

Should you have any concerns about how your information is managed by the practice please contact Dr Samina Showghi at the following address: 110 Harley Street, London W1G 7JG or telephone 020 7486 6011 so that your concerns can be fully investigated.

If you are still unhappy following a review by the practice you can then complain to the Information Commissioners Office (ICO) via [www.ico.org.uk](http://www.ico.org.uk) and [casework@ico.org.uk](mailto:casework@ico.org.uk), or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

## **Change of Details**

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth are incorrect in order for this to be amended on our records. You have a responsibility to inform us of any changes so that the records are accurate and up-to-date for you.

## **Information Commissioners Office registration**

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information. This information is publicly available on the ICO website ([www.ico.org.uk](http://www.ico.org.uk)). The Harley Street General Practice is registered with the ICO.