

# Tyntesfield Medical Group Patient Privacy Notice



## How we use your personal information

This notice explains why Tyntesfield Medical Group (TMG) collects information about you, and how we use it and keep it safe and confidential.

## What information do we maintain

TMG maintain records for the NHS about your health and any treatment or care you have received from us or other healthcare organisations.

In addition to details of your health and treatment received, the record TMG holds about you also includes personal contact and social support details such as your address, telephone number, email contact and where appropriate, carer, legal representative, and next of kin.

TMG will maintain your personal information for as long as you remain a patient with us. When you cease to be a patient of TMG your record will be transferred to the next General Practice you register with or, in the event of your death or leaving the UK, forwarded to NHS England. After you have left TMG an electronic copy, relevant to the time when you ceased to be a patient of ours, will continue to be available for review by a GP here, with strict rules on accessing it, to enable our response to any subsequent lawful enquiry into the care you had received with us. The current NHS directive is that electronic patient records must not be destroyed or deleted for the foreseeable future.

## Looking after your healthcare

Your NHS health records can be a mixture of both electronic and paper records. TMG manages your electronic record using software called EMIS. Where paper correspondence is still used, e.g. a letter received from your optician or a hospital discharge letter, upon receipt that record is electronically scanned into your EMIS record and the paper copy is securely destroyed. These records help to provide you with the best possible healthcare. Your health record may be shared with, or accessed by other NHS delivery organisations that require this for both your planned and emergency health care needs. For example, if you attend an “out of hours” surgery provided by a different general practice or are visited by an emergency “out of hours” GP they may also have access to your electronic NHS record to ensure they have the best information to hand to provide for your immediate healthcare. Our partner organisations include: other GPs, NHS Trusts and Foundation Trusts, Out of Hours, Independent contractors such as Pharmacists or Dentists, Private and Voluntary Sector Providers, Ambulance Trusts, Social care Services, Local Authorities, Education services, Fire & Rescue, and Police & Judicial Services.

For a full in-depth list of our partner organisations please see our long-form Privacy Policy.

## Improving public health, care and NHS services

Information held about you may be used to help protect the health of the wider public and to help us manage the NHS. By using small amounts of data from many patients, when linked up and pooled, patterns in the data can be identified and help to develop new ways of predicting or diagnosing illness identifying ways to improve clinical care.

You can choose to stop your confidential patient information from being used for research and planning. You can also make a choice for someone else like your children under the age of 13. Your choice will only apply to the health and care system in England. This does not apply to health or care services accessed in Scotland, Wales or Northern Ireland. Patients can view or change their national data opt-out choice at any time by using the online service at [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters). Patients who cannot or do not want to opt out via an online service can do so by phoning the NHS Digital Contact Centre on 0300 303 5678.

### **Coronavirus update**

To help the NHS respond to coronavirus, your information may be used for coronavirus research purposes even if you have chosen not to share it. Any information used will be shared appropriately and lawfully.

### **Medical research**

Sometimes your detailed information may be useful for medical research purposes – TMG will always gain your express written consent before releasing the information for this purpose to third parties.

### **Medicines Management**

TMG may conduct Medicines Management Reviews of medications prescribed to its patients. This is to ensure patients receive the most appropriate, up to date and cost-effective treatments. This service is provided by TMG in conjunction with the Bristol, North Somerset and South Gloucestershire Integrated Care Board (BNSSG ICB).

### **How do we maintain the confidentiality of your records?**

TMG use a combination of good working practices and secure technology to ensure that your information is kept confidential and secure. We are committed to protecting your privacy and will only use or share information collected lawfully and as outlined above. Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

TMG will not disclose your personal information to any third party not connected with your healthcare without your express permission to do so unless there are exceptional circumstances (i.e. life or death situations) or where the law requires information to be passed on.

If we use external companies to process personal information, including for the secure destruction of paper records or computer hardware, we ensure those companies are bound by contractual agreements to ensure information is kept confidential and secure.

### **Access to personal information**

You have a right to request access to view or obtain copies of what information TMG holds about you and to have it amended should it be inaccurate. In order to request this,

- Your request must be made in writing to us
- You will need to give adequate information so that your identity can be verified, and your records located
- We are required to respond to you within 30 days

### **Objections / Complaints**

If you have any concerns about how your personal information is managed by TMG please contact the Data Protection Officer at Tyntesfield Medical Group, Tower House Medical Centre, Stockway South, Nailsea, Bristol, BS48 2XX or email [bnssg.tyntesfieldmedicalgroup@nhs.net](mailto:bnssg.tyntesfieldmedicalgroup@nhs.net).

For independent advice about data protection, privacy and data-sharing issues, you can contact:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

Registration No. ZA209560