

CROWHALL MEDICAL GROUP

General Data Protection Regulation (GDPR) and the Data Protection Act 2018

PATIENT INFORMATION BULLETIN

We're making it easier for you to find out how we handle your information



A new data privacy law was introduced in the UK on 25 May 2018. As a result, we've updated our **Fair Processing Notice** to make it easier for you to find out how Crowhall Medical Group uses and protects your medical records. You can access our detailed Fair Processing Notice on our website: www.crowhallmedicalgroup.nhs.uk

We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs, and your doctor or nurse is responsible for their accuracy and safe-keeping. Please help to keep your records up to date by informing us of any changes to your circumstances.

Doctors and other staff have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. We ensure that anyone with access to your record is properly trained in confidentiality issues and staff are governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports, insurance, or requests from solicitors acting on your behalf.

To ensure your privacy, we will not disclose information over the telephone unless we are sure that we are talking to you. Information will not be disclosed to family, friends or spouses unless we have consent.

You have a right to see your records if you wish this request would need to be put in writing to the The Practice Manager – Elizabeth Elliott. In some circumstances a fee may be payable for printed copies but we will let you know if this is the case.