

How we store your data

All computerised data is stored on a system that is password protected, with regular password changes.

All manual files are kept in a locked room.

Where information is printed off about a patient, this is shredded, after use.

Your rights to access your data

Under the General Data Protection Regulation 2018, individuals have the right to request access to their own medical records.

There is a form to complete requesting access and you will need to bring proof of ID.

Access may be online or via a paper copy of your record.

Making an Access Request

- Ask at reception for an access form entitled 'Application to Access Medical Records'
- Ensure that the form is fully completed. If you would like a receptionist to complete this, please ask.

Your request will be considered and you will be advised as soon as possible, and within 30 days.

Send the application to:

The Practice Manager

Hawthorn Medical Centre

May Close

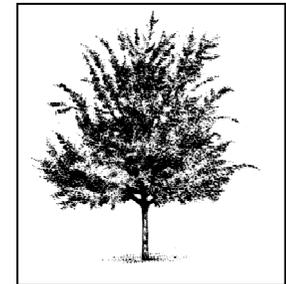
Gorse Hill

Swindon SN2 1UU

There is no facility for immediate access.

**Hawthorn Medical
Centre**

**What we do
with your
Medical
Information**



February 2019

What information do we record about our patients?

The practice stores information on a database about each of its patients. The database is used to record your medical history and any consultations that you may have with a doctor, nurse or health care assistant.

Additionally, each patient has all medication stored on their record (current and discontinued).

All letters, faxes, emails relating to tests, discharge from hospital, out of hours reports, accident and emergency reports are also scanned into each relevant patients records so we have a full and complete medical history.

There is usually a paper file kept for each patient too.

How do we ensure that your data is safe?

At Hawthorn Medical Centre we have systems in place to ensure that all data stored about each of our patients is processed lawfully.

This means that we have policies in place and staff are trained to deal with your data sensitively.

Everyday Confidentiality

Staff have access to your medical and personal details only if it is required in relation to their job role.

All staff undergo training on confidentiality and have signed a 'Confidentiality Agreement'. They are trained not to disclose information to a third party.

If a relative wants to know information about one of our patients we will not disclose this unless we have written consent from the patient.

There is a separate policy and information leaflet for young people. Please ask a member of staff if you would like a copy of our leaflet for Young People which includes information about confidentiality.

How else might your data be processed?

If you get referred to another service, your information will be shared with this service. Your consent will have been obtained during the GP consultation.

Sometimes the practice is involved in national or local health audits and we may be required to send data to an NHS organisation. However, on these occasions data is sent without personal details so individuals can not be identified.

The practice may be approached by social services or the police for information on patients. Information is not disclosed unless there is a risk to the patient or wider society. The police are usually required to supply a warrant to access data about a patient.