

# The Mill Practice

Arthurstone Medical Centre,  
Arthurstone Terrace, Dundee

## The Mill Practice Privacy Notice

### How we use your personal information

This processing notice explains why the Mill Practice collects information about you and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health 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 the Mill Practice holds about you may include the following information;

- Details about you, such as your address, carer, legal representative, emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays etc
- Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the Mill Practice for clinical audit to monitor the quality of the service provided.

We provide a text messaging reminder service for appointments. By providing us with your mobile telephone number we are able to send you a text message to remind you of appointments that you have booked. These messages will be generic and will not contain any information relating to the specific reason for your appointment or the name of the clinician you are booked to see. It is important that you inform us of any changes to your mobile telephone number. You can opt out of this service by informing a member of the Reception team.

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. Sometimes your information may be requested to be used for research purposes – the surgery will always gain your consent before releasing the information for this purpose.

### Risk Stratification

Risk stratification data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive intervention. Information about you is collected from a number of sources including NHS Health Boards and from The Mill Practice. A risk score is then arrived at through an analysis of your de-identified information using software managed by Albasoft, and is only

provided back to your GP as data controller in an identifiable form. Risk stratification enables your GP to focus on preventing ill health and not just the treatment of sickness. If necessary your GP may be able to offer you additional services. Please note that you have the right to opt out of your data being used in this way.

### **Medication Management**

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments.

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

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
- NHS Codes of Confidentiality, Information Security and Records Management
- The General Data Protection Regulation

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential and we at The Mill Practice are committed to keeping your information safe. We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where we encounter infectious diseases that may endanger the safety of others.
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence

### **Who are our partner organisations?**

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Health boards/Trusts / Foundation Trusts
- GP's
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Scottish Ambulance Service and Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Health and Social Care Partnerships (HSCP)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required. We may also use external companies to process personal information, such as for archiving purposes. These 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 to obtain copies of the information the surgery holds about you and to have it amended should it be inaccurate. In order to request this, you need to do the following:

- Your request must be made in writing to the practice.
- There may be a charge for excessive requests for information.
- We are required to respond to you within 1 month however if your request is more complex we may take longer. If this is the case we will let you know and will explain the reason for the delay.
- You will need to give adequate information (for example full name, address, date of birth, NHS number/Chi No and details of your request) so that your identity can be verified and your records located

### **Objections / Complaints**

Should you have any concerns about how your information is managed at the Practice, please contact the Practice General Manager. If you are still unhappy following a review by the Practice, you can then complain to the Information Commissioners Office (ICO) via their website ([www.ico.gov.uk](http://www.ico.gov.uk)).

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. If you have any concerns about how your data is shared then please contact the practice.

### **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 is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

### **Notification**

The Data Protection Law 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 Information Commissioners Office website [www.ico.org.uk](http://www.ico.org.uk)

The practice is registered with the Information Commissioners Office (ICO).

### **Who is the Data Controller?**

NHS Tayside employs a Data Protection Officer to check that personal information is used in a way

that meets data protection law. NHS Tayside's Data Protection Officers contact details are.

Data Protection Officer, Maryfield House (South), Mains Loan, Dundee, DD4 7BT,

Telephone 01382 424436

Email: [tay.informationgovernance@nhs.scot](mailto:tay.informationgovernance@nhs.scot)

### **Complaints**

Should you have any concerns about how your information is managed by the Practice please contact the Practice General Manager. If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). **[www.ico.org.uk](http://www.ico.org.uk)**, [casework@ico.org.uk](mailto:casework@ico.org.uk), telephone: 0303 123 1113 (local rate) or 01625 545 745

Version	Date	Author
1.2	March 2021	G. Bain