

Why and how we collect information and the type of information we collect:

We may ask for, or hold, 'confidential patient information' about you which will be used to support delivery of appropriate, safe and effective care and treatment. We need to be able to process such data (referred to as 'data processing') in all the locations where we provide care to you – whether that is in your home, or in local surgeries and clinics, in secure settings or in office locations.

The confidential patient information (and records of this information) about you, which we collect hold and use may include personal data such as:

- Name, address, date of birth, next of kin.
- Contact we have had over time with you, such as appointments and home visits.
- Details and notes about treatment and care, including notes and reports about your health.
- Results of x-rays, blood tests, etc.
- Information from people who care for you and know you well, such as health professionals and relatives.

It may also include more sensitive information (defined in the GDPR as 'Special Category' Data) such as details relating to your sexuality, race, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information assists staff involved in your care to deliver appropriate treatment and care plans and to provide improved care, to meet your needs.

Information is collected in a number of ways, but here are some of the most commonly used:

- verbally when you are with your healthcare professional;
- manually when you fill in referral, assessment and other forms;
- via electronic or postal communications or records completed by a nurse, GP, Administrator, pharmacist, specialist unit consultant or hospital-based staff and clinicians;
- directly given by social services, carers, relatives and friends over the phone or in person;
- In emergency situations by the social services, police or ambulance service staff.

How we use information:

- To help inform decisions that we make about your care.
- To ensure that your treatment is safe and effective.
- To work effectively with other organisations who may be involved in your care.
- To support the health of the general public.
- To ensure our services can meet future needs.
- To review care provided to ensure it is of the highest standard possible.
- To train healthcare professionals.
- For research and audit.
- To prepare statistics on Newham GP Co-operative and NHS performance.
- To monitor how we spend public money.

Who will the information be shared with?

Neither we, nor our partners can share or use any of your information unless it is necessary and in line with how you would reasonably expect the data to be used. Any sharing that takes place will always be in compliance with Data Protection Law. To provide best care possible, sometimes we will need to share information about you with others. We may share your information with a range of Health and Social Care organisations and regulatory bodies. You may be contacted by any one of these organisations for a specific reason; they will have a duty to tell you why they have contacted you. Information sharing is governed by specific rules and law and recorded on the register with the Information Commissioner's Office (www.ico.org.uk)

Legal Basis for Holding and Processing Personal Data

All patient data is held by Newham GP Co-operative staff under a common law "duty of confidence" and we work on the principle that personal data is only collected when needed for us to provide your care. Wherever possible, however, data is pseudonymised or anonymised.

Newham GP Co-operative will only use personal data in a way permitted by the law and this means that as from 25 May 2018 we will only process patient data and your data in accordance with common law and the lawful bases set out in Data Protection Law

Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the staff at Newham GP Co-operative.

Further information on how your information is used, how we maintain the security of your information, and your rights to access information we hold on you, please contact: Newccg.newhamgpoooh@nhs.net or else, please don't hesitate to ask our staff.