

GDPR Practice Privacy Notice

How we use your personal information

This privacy notice explains what information Richmond Surgery holds about you, why we hold that information and how that information may be used. The healthcare 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 this GP Practice holds about you may include the following information:

Details about you, such as your address, carer, legal representative, emergency contact details. We also hold the following:

- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Calls are recorded, but only retained for approx 30 days and then destroyed.
- 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 GP practice for clinical audit to monitor the quality of the service provided. 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.

**OUR FULL PRACTICE PRIVACY POLICY TOGETHER WITH
DETAILS OF OUR DPO (DATA PROTECTION OFFICER)
ARE AVAILABLE ON OUR WEBSITE**

www.richmondsurgeryfleet.com