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Mendlesham Medical Group and Your Information

Mendlesham Medical Group takes your privacy very seriously. We are registered with the Information Commissioner's Office as a Data Controller and our registration number is Z4603065.

If you have any questions or wish to make a request in relation to your information, please contact us at;

Mendlesham Health Centre
Chapel Road
Mendlesham
Stowmarket
IP14 5SQ

Mendlesham Medical Group aims to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your 'health care record' and may be stored in paper form or on computer and electronic systems and may include **Personal Data**;

- basic details about you, such as address, date of birth, NHS number, and next of kin
as well as **Sensitive Personal Data**;
- contact we have had with you, such as clinical visits
- notes and reports about your health
- details and records about your treatment and care
- results of x-rays, laboratory tests etc.

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Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

What do we do with your information?

- Refer you to other healthcare providers when you need other service or tests
- Share samples with laboratories for testing (like blood samples)
- Share test results with hospitals or community services (like blood test results)
- Allow out of hours or extended hours GPs to look at your health record when you are going to an appointment
- Send prescriptions to a pharmacy
- Text patients in relation to healthcare services
- Samples are provided to the courier for delivery to pathology
- Share reports with the coroner
- Receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital
- Produce medical reports on request from third parties such as the DVLA or your employer
- Movement of Patient records to Primary Care Support England

Follow [this link](#) to see a list of the partners that we usually share with.

Mendlesham Medical Group has signed a Suffolk Wide Information Sharing Agreement which allows health and social care providers to agree a secure and lawful way to share your information.

What else do we do with your information?

Along with activities related directly to your care, we also use information in ways which allow us to check that care is safe and provide data for the improvement and planning of services.

- Quality / payment / performance reports are provided to service commissioners

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- As part of clinical research – information that identifies you will be removed, unless you have consented to being identified
- Undertaking clinical audits within the practice
- Supporting staff training
- Incident and complaint management

Telephone Recording

This practice records the calls coming into and going out of the practice.

It has been installed solely for training and monitoring purposes.

Recordings are retained for [insert retention period] and stored on the hard drives of the recording devices that are situated in secure areas and only the practice managers and those delivering technical support services will have access to the system.

Sharing when Required by Law

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults, reporting infectious diseases or where required by court order.

Care Quality Commission Access to Health Records

CQC has powers under the Health and Social Care Act 2008 to access and use your health information where it is necessary to carry out their functions as a regulator.

This means that inspectors may ask to look at certain records to decide whether we are providing safe, good quality care.

More information about the CQC can be obtained on their website

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

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Information Access and Rights

Data protection law provides you with a number of rights that the practice is committed to supporting you with;

Right to Access

You have the right to obtain:

confirmation that your information is being used, stored or shared by the practice

a copy of information held about you

We will respond to your request within one month of receipt or will tell you when it might take longer.

We are required to validate your identity including the identity of someone making a request on your behalf

Right to Object or Withdrawn Consent

We mainly use, store and share your information because we are permitted in order to deliver your healthcare but you do have a right to object to us doing this.

Where we are using, storing and sharing your information based on explicit consent you have provided, you have a right to withdraw that consent at any time.

Our Data Protection Officer will be happy to speak with you about any concerns you have.

Right to Correction

If information about you is incorrect, you are entitled to request that we correct it

There may be occasions, where we are required by law to maintain the original information – our Data Protection Officer will talk to you about this and you may request that the information is not used during this time

We will respond to your request within one month of receipt or will tell you when it might take longer.

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Complaints

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the link below for more information.

For more detailed information on your rights visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Case Finding

Sometimes your information will be used to identify whether you need particular support from us.

Those involved in your care might look at particular 'indicators' (such as particular conditions) and contact you or take action for healthcare purposes. For example, this might be to prevent you from having to visit accident and emergency by supporting you in your own home or in the community.

We will use automated technology to help us to identify people that might require support but ultimately, the decision about how or whether to provide extra support you is made by those involved in your care.

Our Data Protection Officer will be happy to speak to you about this if you have concerns or objections.

Partnerships / Federations

Our practice uses Suffolk GP Federation to support us to deliver some of our services such as providing appointments when our practice is closed or for community-based services.

Here <https://suffolkfed.org.uk/suffolk-gp-federation-and-data-protection/> is some more information about who they are and what they do.

Information Technology

The practice will use third parties to provide services that involve your information such as;

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- Removal and destruction of confidential waste
- Provision of clinical systems
- Provision of connectivity and servers
- Digital dictation services

Data analytics or warehousing (these allow us to make decisions about care or see how effectively the practice is run – personal data will never be sold or made available to organisations not related to your care delivery)

We have contracts in place with these third parties that prevent them from using it in any other way that instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

Please visit [this link](#) to find out more about our sharing partners and providers.

How do we Protect your Information?

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this;

Staff receive annual training about protecting and using personal data

Policies are in place for staff to follow and are regularly reviewed

We check that only the minimum amount of data is shared or accessed

We use 'smartcards' to access systems, this helps to ensure that the right people are accessing data – people with a 'need to know'

We use encrypted emails and storage which would make it difficult for someone to 'intercept' your information

We report and manage incidents to make sure we learn from them and improve

We put in place contracts that require providers and suppliers to protect your data as well

We do not send your data outside of the EEA

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How Long Do We Keep Your Information?

In line with the Department of Health Code, we will retain / store your health record for your lifetime. When a patient dies, we will review the record and generally it will be destroyed 10 years later, unless there is a reason to keep it for longer.

If you move away or register with another practice, we will send your records to the new practice.

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Appendix A – Mendlesham Medical Group Routine Sharing Partners

Partners

Provider	Website
Referrals / Test Results / Discharge Notices	
Ipswich Hospital	http://www.wsh.nhs.uk/Home.aspx
West Suffolk Hospital	http://www.ipswichhospital.nhs.uk/
Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
West Suffolk Disability Resource Centre Papworth Trust	www.papworthtrust.org.uk/locations/west-suffolk-disability-resource-centre
Guy's & St Thomas	https://www.guysandstthomas.nhs.uk/Home.aspx
Broomfield Hospital	http://www.meht.nhs.uk/patients-and-visitors/our-hospitals/broomfield-hospital/
UCLH	http://www.uclh.nhs.uk/Pages/Home.aspx

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Anglia Community Enterprise	www.acecic.co.uk/
Royal Marsden Hospital	https://www.royalmarsden.nhs.uk/
Moorfields Eye Hospital	https://www.moorfields.nhs.uk/
Royal National Orthopaedic Hospital	https://www.rnoh.nhs.uk
Great Ormond Street	www.gosh.nhs.uk/
Ipswich Hospital	http://www.wsh.nhs.uk/Home.aspx
West Suffolk Hospital	http://www.ipswichhospital.nhs.uk/
Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
West Suffolk Disability Resource Centre Papworth Trust	www.papworthtrust.org.uk/locations/west-suffolk-disability-resource-centre
CareUK	www.careuk.com/care-homes/our-care-homes/our.../improving-services-in-suffolk
Express Diagnostics (24hr ECGS)	www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/
St Nicolas Hospice	https://stnicholashospice.org.uk/

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The Pathology Partnership	https://www.healthwatchsuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip...
St Elizabeths Hospice Ipswich	www.stelizabethhospice.org.uk/
Child Health Immunisations Service (Provide CIC)	https://www.provide.org.uk/
Macmillan	https://www.macmillan.org.uk/fundraising/inyourarea/england/suffolk/suffolk.aspx
Suffolk Social Services	https://www.suffolk.gov.uk/adult-social-care-and-health/
East Anglian Ambulance Service	https://www.eastamb.nhs.uk/
Suffolk BMI Hospitals	https://www.bmihealthcare.co.uk/
Suffolk GP Federation	https://suffolkfed.org.uk/
NHS Continuing Healthcare	https://www.nhs.uk › Health A-Z › Your guide to care and support
Suffolk Spire Hospitals	https://www.spirehealthcare.com/
Norfolk & Suffolk Mental Health Trust	www.nsft.nhs.uk/Pages/Home.aspx
Specsavers	https://www.specsavers.co.uk/
Suffolk Community Healthcare/CCC	www.suffolkcommunityhealthcare.co.uk/OurServices/TheCareCoordinationCentre.aspx

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Suffolk Bupa Hospitals	https://www.bupa.co.uk
AAA Screening (Hospitals)	Suffolk Hospitals
In-health Community Endoscopy	http://www.inhealthendoscopy.co.uk/location/ipswich-ravenswood
ONE LIFE suffolk	https://onelifesuffolk.co.uk/
Slimming World	https://www.slimmingworld.co.uk/health/swor/how-does-it-work.aspx
Suffolk family carers	https://suffolkfamilycarers.org/professionals/
Turning Point	http://www.turning-point.co.uk/
Ivry Street Minor Surgery Unit	www.ivrystreet.co.uk/
Single Access Podiatry	www.suffolkcommunityhealthcare.co.uk/Podiatry
East Suffolk Consortia - Stroke/TIA	www.wsh.nhs.uk/Services-A-Z/Stroke-unit/Stroke-unit.aspx
Allied Health Professionals	http://ahpsuffolk.co.uk/
Sue Ryder Dementia	http://www.sueryder.org/care-centres/neurological-centres/the-chantry/care-services/dementia-together
Depperhaugh Nursing Home	https://www.carehome.co.uk/carehome.cfm/searchazref/20001515DEPA

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The Beeches Residential Home	http://www.thebeeches-ixworth.co.uk/
Fitzwilliam Hospital	https://www.fitzwilliamhospital.co.uk/
Oak House Residential Home	http://www.housingcare.org/housing-care/facility-info-86476-oak-house-stutton-england.aspx
Nuffield Health	https://www.nuffieldhealth.com/
Ashmore Nursing Home	www.ashmorenursinghome.co.uk/about-us
Yaxley House Care Home	https://www.kingsleyhealthcare.co.uk/care-homes/suffolk/eye/yaxleyhouse/
Stowlangtoft Nursing Home	stowhealthcare.co.uk/care-homes/stowlangtoft-hall/
Hartismere Place Care Home	http://www.careuk.com/care-homes/hartismere-place-eye
Glebe House	https://www.glebehousecarehome.co.uk/
Mills Meadow Care Home	http://www.careuk.com/care-homes/mills-meadow-framlingham
Foxearth Nursing Home	https://www.carehome.co.uk/carehome.cfm/searchazref/20001515FOXA
Electronic Prescribing Services	
Various pharmacies across Suffolk - see https://psnc.org.uk/dispensing-supply/eps/	

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Coroner Reports	
Ipswich Coroners	https://www.suffolk.gov.uk/births-deaths-and-ceremonies/the-coroner-service/
Norfolk Coroners	https://www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/the-coroner
Commissioner / Safety / Quality Reports	
West Suffolk CCG	https://www.westsuffolkccg.nhs.uk/
ACE	www.acecic.co.uk/
East Anglian Diabetic Eye Screening	www.eadesp.co.uk/
Ipswich and East Suffolk CCG	www.ipswichandeastsuffolkccg.nhs.uk/AboutUs.aspx
Public Health	https://www.suffolk.gov.uk/adult-social-care-and-health/public-health/
NRLS	https://report.nrls.nhs.uk/GP_eForm
Anglia Health Protection Team (infectious diseases)	https://www.gov.uk/guidance/contacts-phe-health-protection-teams
Police / Government	
Suffolk Constabulary	https://www.suffolk.police.uk/

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Norfolk Constabulary	https://www.norfolk.police.uk/
DVLA	https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency
Department for Work and Pensions	https://www.gov.uk/government/organisations/department-for-work-pensions
NHS Pensions	https://www.nhsbsa.nhs.uk/nhs-pensions
NEST	https://www.nestpensions.org.uk/schemeweb/NestWeb/faces/public/.../loginPage.xhtml
DNA Testing	
Cellmark	www.Cellmark.co.uk
DNALegal (DNA Testing)	https://www.dnalegal.com/
Research	
University of Cambridge	http://www.phpc.cam.ac.uk/
NHS National Institute for Health Research	https://id.crncc.nihr.ac.uk
Individual Funding Requests	
West Suffolk CCG	https://www.westsuffolkccg.nhs.uk/wp.../02/NHS-Patient-Guide-to-IFR-Jan-16.pdf

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Training	
Novo Nordisk	www.novonordisk.co.uk/
Accountancy	
BDO Accountants	https://www.bdo.co.uk/en-gb/home
Data Protection Officer	
Kafico Ltd	www.kafico.co.uk

Providers

Provider	Website
Confidential Waste	
Shred-It	https://www.shredit.co.uk/en-gb/home
Couriers / Delivery	
ISS pathology Couriers	www.issdistribution.co.uk/

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North East Essex, Suffolk Pathology Services	https://neesps.info/our-services/
The Pathology Partnership	https://www.cuh.nhs.uk/news/pathology/pathology-services-partnership-goes-live
ERS Medical	ersmedical.co.uk/
City Sprint	https://www.citysprint.co.uk/
Capita	https://www.capita.com/
Multi Functional Devices	
Digital Copier Systems	www.dcs-copiers.co.uk
TeleComms	
APR Telecomms / Tollring	https://www.aprtelecoms.co.uk/
Healthcare Software	
CareFusion Spirometry Software	NA

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dispensIT	NA
Cardioperfect BP Software	NA
Cardionetics ECG Software	NA
INR Star / LumiraDx Care Solution	NA
Health Intelligence	https://health-intelligence.com/
Child Health Provide	https://www.provide.org.uk/
Eclipse Solutions (Safety Reports)	www.eclipsegroup.co.uk/
Sentinel 24hr ECG	NA
Cardio Vision 24hr BP	NA
Website Hosting / Mailing	

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Docmail	www.docmail.co.uk/
NHS Choices	https://www.nhs.uk/
Mysurgery Website	www.mysurgerywebsite.co.uk/
Healthcare Hardware	
Numed	https://www.numed.co.uk/
Northwest Ostomy Supplies	www.nhs.uk/service-search/pharmacies/profile/55422
IT Service Provider	
NELCCG	www.nelcsu.nhs.uk/
Digital Dictation	
Lexacom 3	https://www.lexacom.co.uk/our-products/lexacom-3/

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Payroll / Finance	
IRIS accounting software	https://www.iris.co.uk/
Larkin Gowen Accountants	https://www.larking-gowen.co.uk/
Xero	https://www.xero.com/uk/
Associations / Groups / Providers	
National Pharmacy Association	https://www.npa.co.uk/
AGEM - Medicines Optimisation	https://www.ardengemcsu.nhs.uk/
Medical Defence Union	https://www.themdu.com/
Provision of Clinical System	
EMIS Web	https://www.emishealth.com/products/emis-web

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System One (TPP)	https://www.tpp-uk.com/
Training	
Novo Nordisk	www.novonordisk.co.uk/
System One (TPP)	https://www.tpp-uk.com/