

# Oak Vale Medical Centre

## Adult Privacy Information leaflet

### What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

### Why do we need one?

To ensure compliance with the General Data Protection Regulation (GDPR), Oak Vale Medical Centre must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

### What is the GDPR?

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GDPR comes into effect on **25 May 2018**.

### How do we communicate our privacy notice?

At Oak Vale Medical Centre, the practice privacy notice is displayed on our website, through signage in the waiting room, and in writing during patient registration (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose

- Allow patients to opt out of sharing their data, should they so wish

## What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

## How do we use your information?

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

## Maintaining confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

## Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Oak Vale Medical Centre; this information is processed electronically and

given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

## Invoice validation

Your information may be shared if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. It involves using your NHS number and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

## Individual Funding Request

An 'Individual Funding Request' is a request made on your behalf, with your consent, by a clinician, for funding of specialised healthcare which falls outside the range of services and treatments that CCG has agreed to commission for the local population. An Individual Funding Request is taken into consideration when a case can be set out by a patient's clinician that there are exceptional clinical circumstances which make the patient's case different from other patients with the same condition who are at the same stage of their disease, or when the request is for a treatment that is regarded as new or experimental and where there are no other similar patients who would benefit from this treatment. A detailed response, including the criteria considered in arriving at the decision, will be provided to the patient's clinician.

## Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice. A Type 2 opt-out prevents personal confidential information from being shared outside of NHS Digital that is used for research and planning. The practice are unable to do this on your behalf. To find out more or to make your choice visit: [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters) or call 0300 303 5678

## Accessing your records

If you want to access your data you can make the request in writing or a verbal request. Under special circumstances, some information may be withheld. If you only require a particular part of your record then please tell us. We will respond to your request within 28 days from the date of receipt. An extension of 2 months may be necessary if the request is complex. We will inform you within the 28 days with an explanation of why a further two months extension is required. A fee cannot be charged unless the request is “manifestly unfounded or excessive”, in which case a fee may be charged or the request refused.

We are required to validate your identity before giving you the requested information.

Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

## What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's data controller via email at [Oakvale.medicalcentre@livgp.nhs.uk](mailto:Oakvale.medicalcentre@livgp.nhs.uk)  
GP practices are data controllers for the data they hold about their patients<sup>1</sup>
2. Write to the data controller at Oak Vale Medical Centre, The Fiveways Centre, 215 Childwall Road, Liverpool L15 6UT
3. Ask to speak to the practice manager Carol Reid

The Data Protection Officer (DPO) for Oak Vale Medical Centre is

Head of Information Governance and Data Protection Officer  
NHS Informatics Merseyside  
Information Governance Team  
Hollins Park  
Winwick  
Warrington  
Cheshire  
WA2 8WA  
[DPO.IM@imerseyside.nhs.uk](mailto:DPO.IM@imerseyside.nhs.uk)

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## Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit [ico.org.uk](https://ico.org.uk) and select 'Raising a concern'.

We hope in the first instance that you will contact the surgery to allow us to investigate the problem and put it right.

We regularly review our privacy policy and any updates will be published on our website. Copies can also be obtained from the surgery.

This policy is to be reviewed in March 2024 or sooner if any changes occur.

<sup>1</sup> [BMA GPs as data controllers under the GDPR](#)