

Norwood Medical Centre PATIENT PRIVACY NOTICE

This Practice aims to provide you with the highest quality of Healthcare. To do this we must keep records about you, your health and the care we have provide or plan to provide.

These records may include:

- Basic details about you, such as address, date of birth, next of kin;
- Notes and reports about your health;
- Contact we have had with you such as clinical visits;
- Details and records about your treatment and care;
- Results of x-rays, laboratory tests etc.
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care.

We may also need to use records about you to:

- Check the quality of care;
- Protect the health of the general public;
- Help investigate any concerns or complaints you or your family have about your health care

We will not share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask and you give your consent;
- It is clinical emergency;
- We have to do this by law

Everyone working for the NHS has a legal duty to keep information about you confidential. We have a duty to:

- Maintain full and accurate records of the care we provide to you;
- Keep records about you confidential, secure and accurate;
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted).

You have the right

- You have the right to confidentiality under the Data Protection Act 1998 (DPA), The General Data Protection Regulations 2018, the Human Rights Act 1998 and the common law duty of confidentiality.
- You also have the right to ask for a copy of your records to enable you to verify the lawfulness of the processing of data held about you – Please write to the Practice FAO Data Controller at the normal surgery address detailing the information you require.

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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.

National data Opt-Out

Is a service that enables the public to opt out of their confidential patient information being used for purposes beyond their individual care and treatment. It was introduced for the health and social care system in England on 25 May 2018. The public can change their national data opt-out choice at any time via www.nhs.uk/your-nhs-data-matters, or by calling the NHS Digital contact centre on 0300 3035678.

Norwood Medical Centre does not use Confidential Patient Information for purposes beyond an individual's care and treatment.

If you are unable to contact NHS Digital please contact the practice and we can assist you in opt-out

Who is your data controller?

The Data Controller, responsible for keeping your information secure and confidential is: **Norwood Medical Centre**

Who is your Data Protection Officer?

The Data Protection Officer (DPO) for Norwood Medical Centre is: **Yvonne Salkeld**, Head of Information Governance, Cumbria Partnership NHS Trust
information.governance@cumbria.nhs.uk 01228 603961

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:

- Write to the Data Controller (**Norwood Medical Centre**) at 99 Abbey Rd, Barrow-in-Furness, LA14 5ES or e-mail: norwood.gp.A82008@nhs.net
- Or contact The Data Protection Officer (DPO) is **Yvonne Salkeld**, Head of Information Governance, Cumbria Partnership NHS Trust
information.governance@cumbria.nhs.uk 01228 603961

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 Information Commissioner's Office. For further details, visit www.ico.org.uk and select 'Raising a concern'.

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Information added 29/09/2020

Medical Records

Lancashire and South Cumbria has been chosen by NHS England to be a national pilot for the digitisation of Medical Records. Scanning these paper based records and making them digital will enable better utilisation of space, creating more clinical space, staff areas, multi team space and video hubs, removing the need for some practices to build extensions. In addition it will also make your record more easily and speedily accessible to clinical staff within your practice.

Your complete GP medical record will be digital and stored in a secure cloud based clinical system (only accessible by your GP practice) with the paper based records being securely destroyed following [BS EN 15713:2009](#) Secure destruction of confidential material. Your GP will still be able to access your records easily within this system. The scanning and destruction of the paper records will follow strict data protection guidelines adhered to by the NHS. As with paper based records, digital records are stored for the durations specified in the [Records Management Codes of Practice for Health and Social Care](#). For GP patient records, this states that they may be destroyed 10 years after the patient's death if they are no longer needed. If you wish to discuss the scheme, please inform the Practice direct either by letter or via e-mail *Norwood Medical Centre*

Information added 12/12/2025

NHS England has been directed by the government to establish and operate the OpenSAFELY COVID-19 Service and the OpenSAFELY Data Analytics Service. These services provide a secure environment that supports research, clinical audit, service evaluation and health surveillance for COVID-19 and other purposes.

Each GP practice remains the controller of its own GP patient data but is required to let approved users run queries on pseudonymised patient data. This means identifiers are removed and replaced with a pseudonym.

Only approved users are allowed to run these queries, and they will not be able to access information that directly or indirectly identifies individuals.

Patients who do not wish for their data to be used as part of this process can register [type 1 opt out](#) with their GP.

[Find additional information about OpenSAFELY.](#)