

Essex Ultrasound

PATIENT PRIVACY NOTICE

Essex Ultrasound is committed to respecting your privacy and protecting your personal information

Essex ultrasound aims to ensure the highest standard of Diagnostic care for our patients. To do this we keep records about you, your general practitioner's request for ultrasound and your diagnostic report.

This Privacy Notice does not provide exhaustive details of all aspects of the collection and use of personal information by Essex ultrasound; however, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Practice Manager by:

Telephone: 01268 947000

Letter: Central Canvey Primary Care Centre, Long Road, Canvey Island SS8 0JA

Email: essex.ultrasound@nhs.net

How We Use Your Information

In order to provide for your care, we need to collect and keep information about you and your diagnostic test on our records. Your information is used to:

- Provide a basis for relevant ultrasound made by care professionals with and for you;
- Make sure your care is safe and effective;
- Work effectively with others providing you with care;
- Send text notifications to you about appointment reminders, cancellation of clinics and changes in service provision. (You can opt out of the text notification service at any time by phoning the Practice.
 - Images from Studies are stored safely in a cloud based solution Image exchange portal.
 - We have trust and confidence that the information is kept safe.
 - IEP gives us a complete audit trail, strong authentication, and comprehensive data encryption. The solution is delivered using Sectra HealthCloud, which has been specifically developed to handle sensitive healthcare data, and is frequently security-tested by external parties. Using this solution, we are confident that the data is safe and that we comply with legal patient data sharing requirements (HIPAA, PDL, etc.).

We may also use, or share, your information for the following purposes:

- Making sure that our services can meet patient needs in the future;
- Auditing - Using patient feedback information to review and improve the quality of our service.
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- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified);
- Investigating concerns, complaints or legal claims;
- Helping staff to review the care they provide to make sure it is of the highest standards;
- Training and educating staff;
- Research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to provide consent).

Disclosure of Information to Other Health and Social Professionals

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

- Other NHS hospitals
- Relevant GP Practices
- Physiotherapists and chiropractors
- Private Sector Providers (private hospitals, contractors ,providing services to the (NHS)
- Voluntary Sector Providers who are directly involved in your care
- Ambulance Service
- Specialist Services
- CCGs
- NHS England

We may also share your information with your consent, and subject to strict sharing protocols, about how it will be used, with:

- Health and Social Care

- Police and Fire Services

Computer System

This Practice operates a Clinical Computer System on which NHS Staff record information securely. This information can then be shared with your referring Clinicians so that everyone caring for you is fully informed about your relevant ultrasound results.

To provide around the clock safe care, unless you have asked us not to, we will make information available to trusted organisations like the local Trusts for secondary referrals. Wherever possible, their staff will ask your consent before information is viewed.

We consider patient consent as being the key factor in dealing with your health information.

Shared Care Records

To support your care, and improve the sharing of relevant information to our partner organisations when they are involved in looking after you, we will share information with others e.g. ambulance crew /paramedics. The general principle is that information is passed to these systems unless you request this does not happen, but that system users should ask for your consent before viewing your record.

How We Keep Your Information Confidential and Secure

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

Anyone Who Receives Information From Us Is Also Under A Legal Duty to Keep It Confidential and Secure

All persons in the Practice sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical Practice staff in order to perform tasks enabling the functioning of the Practice. These are, but not limited to:

- Typing appointment letters to service users.
- Opening letters from referring clinicians e.g. GPs.
- Scanning referrals, previous radiology reports and any other documents not available in electronic format.
- Photocopying or printing documents for reporting to referring GP's.
- Handling, printing, photocopying and postage of contact letter and appointment letters.

Right of Access to Your Health Information

The General Data Protection Regulation allows you to find out what information about you is held on computer and in manual records. This is known as "right of subject access" and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

- You will need to make a written request to the Practice Manager
- There may be a charge for excessive requests for information held about you
- We are required to respond to you within one month
- You will need to give us adequate information (e.g. full name, address, date of birth, NHS, Number etc, two forms of identification etc.) to enable us to identify you and provide the correct information

Who Else May Ask to Access Your Information

- The **Court** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children parents etc.) unless we also have their consent;

Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented

- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence

Essex Ultrasound is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement.

You may choose to restrict the collection or use of your personal information in the following ways:

- Information you supplied using any electronic form(s) on the ERS system will only be used for the purpose(s) stated on the form.
- Whenever you are asked to fill in a contact form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.

Changes to This Privacy Notice

We keep our Privacy Notice under regular review. This Privacy Notice will be reviewed again in May 2019.

Concerns about Sharing Your Information

If you have any concerns about how we use or share your information, or you do not wish us to share your information, please contact the Practice Manager on 01268 947000

Change of Details

It is important that you tell us if any of your details such as your name, address or telephone number has changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are kept accurate and up to date at all times.