

**BURNT OAK SURGERY**  
108 Watling Avenue  
Burnt Oak, Edgware  
Middlesex HA8 ONR.  
Tel: 020 8906 1711  
Fax: 020 8201 1283  
Sec: 020 8906 7313



**STANMORE SURGERY**  
42 London Road, Stanmore  
Middlesex HA7 4NU.  
Tel: 020 8906 1711  
Fax: 020 8905 4809  
Sec: 020 8958 0030

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

## Your Information, Your Rights

This notice reflects how we use your information:

- The management of your records;
- Communication concerning your clinical, social and supported care;
- Ensuring the quality of your care and the best clinical outcomes are achieved through clinical audit and retrospective review;
- Participation in health and social care research; and
- The management and clinical planning of services to ensure that appropriate care is in place for our patients today and in the future.

### Data Controller

As your registered GP practice, we are the data controller for any personal data that we hold about you.

### What information do we collect and use?

All personal data must be processed fairly and lawfully, whether is it received directly from you or from a third party in relation to the your care.

We will collect the following types of information from you or about you from a third party (provider organisations e.g. hospitals, community services, social care etc) engaged in the delivery of your care:

- 'Personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified from the data. This includes, but is not limited to name, date of birth, full postcode, address, next of kin;

### And

- 'Special category / sensitive data' such as medical history including details of appointments and contact with you, medication, emergency appointments and admissions, clinical notes, treatments, results of investigations, supportive care arrangements, social care status, race, ethnic origin, genetics and sexual orientation.

Dr Yvette Saldanha Dr Anup Patel Dr Sanjiv Ahluwalia Dr John Moore Dr Milen Shah Dr Murtaza Khanbhai Dr Amit Shah  
Dr Shivani Shah Dr Tamar Nisner Dr Lauren Goldschmidt Dr Amina Aslam Dr Jacqueline Santhouse Dr Anita Balendra Dr Sophie Kahn

**Practice Manager**  
Mrs Sanja Todorovic

**BURNT OAK SURGERY**

108 Watling Avenue  
Burnt Oak, Edgware  
Middlesex HA8 ONR.  
Tel: 020 8906 1711  
Fax: 020 8201 1283  
Sec: 020 8906 7313



**Watling Medical Centre**

**STANMORE SURGERY**

42 London Road, Stanmore  
Middlesex HA7 4NU.  
Tel: 020 8906 1711  
Fax: 020 8905 4809  
Sec: 020 8958 0030

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

Your healthcare records contain information about your health and any treatment or care you have received previously (e.g. from an acute hospital, GP surgery, community care provider, mental health care provider, walk-in centre, social services). These records may be electronic, a paper record or a mixture of both. We use a combination of technologies and working practices to ensure that we keep your information secure and confidential.

## Why do we collect this information?

The NHS Act 2006 and the Health and Social Care Act 2012 invests statutory functions on GP Practices to promote and provide the health service in England, improve quality of services, reduce inequalities, conduct research, review performance of services and deliver education and training. To do this we will need to process your information in accordance with current data protection legislation to:

- Protect your vital interests;
- Pursue our legitimate interests as a provider of medical care, particularly where the individual is a child or a vulnerable adult;
- Perform tasks in the public's interest;
- Deliver preventative medicine, medical diagnosis, medical research; and
- Manage the health and social care system and services.

## How is the information collected?

Your information will be collected:

- Electronically using secure NHS Mail
- Electronically using transfer over an NHS encrypted network connection
- By external (Royal Mail) or internal mail (delivered in person by NHS staff members)

This information will be retained within your GP's electronic patient record or within your physical medical records.

## What do we do with information about you and who will we share your information with?

Dr Yvette Saldanha Dr Anup Patel Dr Sanjiv Ahluwalia Dr John Moore Dr Milen Shah Dr Murtaza Khanbhai Dr Amit Shah  
Dr Shivani Shah Dr Tamar Nisner Dr Lauren Goldschmidt Dr Amina Aslam Dr Jacqueline Santhouse Dr Anita Balendra Dr Sophie Kahn

**Practice Manager**  
Mrs Sanja Todorovic

**BURNT OAK SURGERY**

108 Watling Avenue  
Burnt Oak, Edgware  
Middlesex HA8 ONR.  
Tel: 020 8906 1711  
Fax: 020 8201 1283  
Sec: 020 8906 7313



**Watling Medical Centre**

**STANMORE SURGERY**

42 London Road, Stanmore  
Middlesex HA7 4NU.  
Tel: 020 8906 1711  
Fax: 020 8905 4809  
Sec: 020 8958 0030

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

In order to deliver and coordinate your health and social care, we may share information with the following organisations:

- Local GP Practices in order to deliver extended primary care services
- NHS secondary care services (Hospitals Trusts, Mental Health Trusts
- 111 and Out of Hours Service
- Local Social Services and Community Care services (District Nurses, Health Visitors,
- Pharmacies (if you nominated a pharmacy where you collect your medications)
- Voluntary Support Organisations commissioned to provide services by [Barnet CCG/Barnet & Harrow Public Health/Barnet Federated GPs]

Your information will only be shared if it is appropriate for the provision of your care or required to satisfy our statutory function and legal obligations.

Whilst we might share your information with the above organisations, we may also receive information from them to ensure that your medical records are kept up to date and so that your GP can provide the appropriate care.

In addition we received data from NHS Digital (as directed by the Department of Health) such as the uptake of flu vaccinations and disease prevalence in order to assist us to improve "out of hospital care".

**How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information that has been collected lawfully. Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential. We maintain our duty of confidentiality by conducting annual training and awareness, ensuring access to personal data is limited to the appropriate staff and information is only shared with organisations and individuals that have a legitimate and legal basis for access.

Information is not held for longer than is necessary. We will hold your information in accordance with the Records Management Code of Practice for Health and Social Care 2016.

**Consent and Objections****Do I need to give my consent?**

The GDPR sets a high standard for consent. Consent means offering people genuine choice and control over how their data is used. When consent is used properly, it helps you build trust and enhance your reputation. However consent is only one potential lawful basis for

Dr Yvette Saldanha Dr Anup Patel Dr Sanjiv Ahluwalia Dr John Moore Dr Milen Shah Dr Murtaza Khanbhai Dr Amit Shah  
Dr Shivani Shah Dr Tamar Nisner Dr Lauren Goldschmidt Dr Amina Aslam Dr Jacqueline Santhouse Dr Anita Balendra Dr Sophie Kahn

**Practice Manager**  
Mrs Sanja Todorovic

**BURNT OAK SURGERY**

108 Watling Avenue  
Burnt Oak, Edgware  
Middlesex HA8 ONR.  
Tel: 020 8906 1711  
Fax: 020 8201 1283  
Sec: 020 8906 7313

**Watling Medical Centre****STANMORE SURGERY**

42 London Road, Stanmore  
Middlesex HA7 4NU.  
Tel: 020 8906 1711  
Fax: 020 8905 4809  
Sec: 020 8958 0030

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

processing information. Therefore your GP practice may not need to seek your explicit consent for every instance of processing and sharing your information, on the condition that the processing is carried out in accordance with this notice. Your GP Practice will contact you if they are required to share your information for any other purpose which is not mentioned within this notice. Your consent/refusal to share will be documented within your electronic patient record.

**What will happen if I withhold my consent or raise an objection?**

You have the right to write to withdraw your consent to any time for any particular instance of processing, provided consent is the legal basis for the processing. Please contact your GP Practice for further information and to raise your objection.

**Sharing of Electronic Patient Records within the NHS**

Electronic patient records are kept in most places where you receive healthcare. Our local electronic systems (EMIS Web) enables your record to be shared with organisations involved in your direct care, such as:

- GP practices
- Community services such as district nurses, rehabilitation services
- Child health services that undertake routine treatment or health screening
- Urgent care organisations, walk-in centres, minor injury units or out of hours services
- Community hospitals
- Palliative care hospitals
- Care Homes
- Mental Health Trusts
- Hospitals
- Social Care organisations
- Pharmacies

In addition, *NHS England* have implemented the *Summary Care Record* which contains information including medication you are taking and any bad reactions to medication that you have had in the past.

In most cases, particularly for patients with complex conditions and care arrangements, the shared electronic health record plays a vital role in delivering the best care and a coordinated response, taking into account all aspects of a person's physical and mental health. Many patients are understandably not able to provide a full account of their care, or may not be in a position to do so. The shared record means patients do not have to repeat their medical history at every care setting.

Your record will be automatically setup to be shared with the organisations listed above, however you have the right to ask your GP to disable this function or restrict access to

Dr Yvette Saldanha Dr Anup Patel Dr Sanjiv Ahluwalia Dr John Moore Dr Milen Shah Dr Murtaza Khanbhai Dr Amit Shah  
Dr Shivani Shah Dr Tamar Nisner Dr Lauren Goldschmidt Dr Amina Aslam Dr Jacqueline Santhouse Dr Anita Balendra Dr Sophie Kahn

**Practice Manager**  
Mrs Sanja Todorovic

**BURNT OAK SURGERY**

108 Watling Avenue  
Burnt Oak, Edgware  
Middlesex HA8 ONR.  
Tel: 020 8906 1711  
Fax: 020 8201 1283  
Sec: 020 8906 7313

**Watling Medical Centre****STANMORE SURGERY**

42 London Road, Stanmore  
Middlesex HA7 4NU.  
Tel: 020 8906 1711  
Fax: 020 8905 4809  
Sec: 020 8958 0030

[www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

specific elements of your record. This will mean that the information recorded by your GP will not be visible at any other care setting.

You can also reinstate your consent at any time by giving your permission to override your previous dissent.

## Your Right of Access to Your Records

The Data Protection Act and General Data Protection Regulations allows you to find out what information is held about you including information held within your medical records, either in electronic or physical format. This is known as the “right of subject access”. If you would like to have access to all or part of your records, you can make a request in writing to the organisation that you believe holds your information. This can be your GP, or a provider that is or has delivered your treatment and care. You should however be aware that some details within your health records may be exempt from disclosure, however this will in the interests of your wellbeing or to protect the identity of a third party. If you would like access to your GP record please submit your request in writing to:

Watling Medical Centre, 108 Watling Avenue, Edgware, HA8 ONR

## Complaints

In the event that you feel your GP Practice has not complied with the current data protection legislation, either in responding to your request or in our general processing of your personal information, you should raise your concerns in the first instance **in writing** to the Practice Manager at:

Watling Medical Centre, 108 Watling Avenue, Edgware, HA8 ONR

If you remain dissatisfied with our response you can contact the Information Commissioner’s Office at Wycliffe House, Water Lane, Wimslow, Cheshire SK9 5AF – Enquiry Line: 01625 545700 or online at [www.ico.gov.uk](http://www.ico.gov.uk)