

Northgate Surgery

Children and Young Adults' Privacy Notice



What is a Privacy Notice?

A privacy notice helps your Doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the Doctor or Nurse makes about you in your healthcare record.

Why do we need a Privacy Notice?

Your Doctor's surgery needs a privacy notice to make sure it is acting legally and the new laws are written in a new document called the General Data Protection Regulation (or GDPR for short).

What is the GDPR?

What a great question! The GDPR is a new document that helps your Doctor's surgery keep the information about you secure. It's new and was introduced on the 25th May 2018, making sure that your Doctor, Nurse and any other staff at the Surgery follow the rules and keep your information safe.

How do you know about our Privacy Notice?

At your surgery, we have posters in our waiting room and leaflets to give to children and adults and we also have lots of information about privacy on our website, telling you how we use the information we have about you.

Why does the law give you permission to use my information?

The law gives us permission to use your information in situations where we need it to take care of you. Because information about your health is very personal, sensitive and private to you, the law is very strict about how we use it. So, before we can use your information in the ways we have set out in this Privacy Notice, we have to have a good reason in law, which is called a 'lawful basis'. Not only do we have to do that, but we also have to show that your information falls into a special group or category, because it is very sensitive. By doing this the law makes sure we only use your information to look after you and that we do not use it for any other reason.

If you would like more information about this please ask to speak to our Data Protection Officer (DPO) mentioned in this Privacy Notice who will explain this in more detail.

What information do we collect about you?

Don't worry, we only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, anything you are allergic to, test results, x-rays and any other information to enable us to care for you.

How do we use your information?

Another great question! Your information is taken to help us provide your care. We might need to share this information with other medical teams, such as Hospitals, if you need to be seen by a special doctor or sent for an x-ray.

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the right care when you need it.

Your Doctor's surgery may be asked to help with exciting medical research, but don't worry, we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information.

How do we keep your information private?

Well, your Doctor's surgery knows that it is very important to protect the information we have about you. We use secure computer systems and we make sure that any written information held about you is under lock and key and kept in a safe place. This includes taking great care with any passwords we use which we change on a regular basis. We also train our staff to respect your privacy and deal with your information in a manner that makes sure it is always kept and dealt with in a safe way.

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this is something which your parent or adults with parental responsibility will have to decide. They can get more information from a member of staff at the surgery, who can also explain what this means to you.

How do I access my medical records?

Remember we told you about the GDPR? Well, if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). Your parents, or adults with parental responsibility, will do this on your behalf if you're under 16, but if you are between 13 and 16, you may be classed as being competent and you may be able to do this yourself.

A Doctor will need to have a conversation with you to assess and decide whether you are competent to do this yourself.

Usually we will give this to you free of charge.

What do I do if I have a question?

If you have any questions, ask a member of the Surgery team or your parents or adults with parental responsibility can ask on your behalf. You can also :

- contact the Practice Manager or her Deputy via email at Northgate.surgery4@NHS.net
- Write to the Practice Manager or Deputy at Northgate Surgery, Northgate, Pontefract WF8 1NF
- Ask to speak to the Practice Manager or her Deputy on 01977 703635

The Data Protection Officer (DPO) for Northgate Surgery is Mr Paul Coldrey of PCDC. Please contact him if you have any questions or are not happy about the way your information is being used or stored. Please contact him on 0115 8386770 or info@pcdc.org.uk

What to do if you're not happy about how we manage your information?

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you, your parent or guardian are unhappy with any part of our data processing methods and the Data Protection Officer has not been able to help, you can complain. For more information, visit www.ico.org.uk and select 'raising a concern'

We always make sure the information is up to date. Any updates will be published on our website and surgery leaflets.