

How the Blackdown Practice Uses Your Information to Measure the Quality of Care and in Medical Research

Checking the quality of care – clinical audit within the Practice

The Blackdown Practice uses information in medical records so that we can monitor, check and review the quality of the care we provide. This helps us to improve our services to you, plan care and offer patients additional treatment or support as early as possible.

Various IT systems are used inside and outside the surgery to support this. Examples of these include the main system used to hold the electronic medical records. As the GP medical record is the most complete form of medical record, this is held off site within the UK on a secure server. The link between the surgery and the server is via an NHS specific internet connection that is also used to transfer information via e-mail and via the referral management centres to local hospitals. Other systems used in the Practice are ‘tagged onto’ the main clinical record e.g. software to calculate what warfarin dose patients should receive.

The information held will be searched by a computer programme so that we can identify patients who for example need specific blood tests or monitoring, who might be at high risk of developing certain diseases such as heart disease or at risk of a fall or an unplanned admission to hospital. Generally all searches originate in the Practice. Occasionally, for example identifying patients who may be at risk of an unplanned admission to hospital, a search may be completed externally by an organisation within, or bound by contracts with, the NHS. This is because it combines information from our Practice computer system with data from local hospitals, the ambulance service and the out of hours service. This information only uses the NHS number as an identifier and therefore your identity will not be visible to the people processing the data.

Checking the quality of care – national clinical audits

The Blackdown Practice contributes to some national clinical audits so that the overall quality of healthcare of the population can be checked and reviewed. The results of the checks or audits can show where Practices are doing well and where they need to improve.

This information is sent via the secure NHS internet connection to NHS Digital, a national body with legal responsibilities to collect healthcare data.

The data will include information about you, such as your NHS Number, gender and date of birth and information about your health which is recorded in coded form - for example the code for diabetes or high blood pressure.

We will only share your information for national clinical audits or checking purposes when the law allows or where we have provided information detailing specific audits where we feel there is a national public health benefit e.g. the national diabetes audit.

For more information about national clinical audits see the Healthcare Quality Improvements Partnership website: <https://www.hqip.org.uk/a-z-of-nca/> (this is a complete list, not just GP Surgeries) or phone 020 7997 7370.

You have the right to object to your identifiable information being shared for national clinical audits. This is via a national opt-out programme that should be available from the 25 May 2018. Further details can be obtained from <https://digital.nhs.uk/services/national-data-opt-out-programme> or you can ask our Practice Manager.

Medical research

The Blackdown Practice shares information from medical records:

- to support medical research when the law allows us to do so, for example to learn more about why people get ill and what treatments might work best;
- we will also use your medical records to carry out research within the practice.

This is important because:

- the use of information from GP medical records is very useful in developing new treatments and medicines;
- medical researchers use information from medical records to help answer important questions about illnesses and disease so that improvements can be made to the care and treatment patients receive.

We share information with the following medical research with either your explicit consent or when the law allows.

You have the right to object to your identifiable information being shared for research purposes. It is anticipated that this is via a national opt-out programme that should be available from the 25 May 2018. Further details can be obtained from <https://digital.nhs.uk/services/national-data-opt-out-programme> or you can ask our Practice Manager.

We are required by law to provide you with the following detailed information about how we handle your information.

Data Controller contact details	The Blackdown Practice, Station Road, Hemyock, Cullompton. EX15 3SF 01823 680206
Data Protection Officer contact details	A Data Protection Officer is being appointed on behalf of General Practice in Devon and will be hosted by an organisation called Sentinel. Until this individual has been appointed, Karen Button, Practice Manager is the officer to whom data protection matters should be directed. Karen can be found at: The Blackdown Practice, Station Road, Hemyock, Cullompton. EX15 3SF 01823 680206

<p>Purpose of the processing</p>	<p>To check and review the quality of care within the Practice - this is called internal audit and clinical governance.</p> <p>Check the quality of care which is given to patients via national clinical audits or through medical research.</p>
<p>Lawful basis for processing</p>	<p>These purposes are supported under the following sections of the GDPR – audit within and outside (national audit) the Practice:</p> <ul style="list-style-type: none"> ▪ <i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’;</i> <p>And</p> <ul style="list-style-type: none"> ▪ <i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...’</i> <p>These purposes are supported under the following sections of the GDPR – participation in medical research:</p> <ul style="list-style-type: none"> ▪ <i>Article 6(1)(e) – ‘processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller’.</i> <p>AND</p> <ul style="list-style-type: none"> ▪ <i>Article 9(2)(a) – ‘the data subject has given explicit consent...’</i> <p>OR</p> <ul style="list-style-type: none"> ▪ <i>Article 9(2)(j) – ‘processing is necessary for... scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member States law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and interests of the data subject’.</i> <p>Healthcare staff will also respect and comply with their obligations under the common law duty of confidentiality.</p>
<p>Recipient or categories of recipients of the processed data</p>	<p>The data will be shared with:</p> <ul style="list-style-type: none"> ▪ healthcare professionals and staff in this surgery; ▪ specific medical research organisations ▪ national clinical audits which check the quality of care the data will be shared with NHS Digital

<p>Rights to object and the national data opt-out</p>	<p>You have the right to 'opt-out' of national clinical audit and medical research under the national data opt-out model.</p> <p>You have the right to object to information being shared with NHS Digital for reasons other than your own direct care. This is called a 'Type 1' objection – you can ask your practice to apply this code to your record [Please note: The 'Type 1' objection, however, will no longer be available after 2020. This means you will not be able to object to your data being shared with NHS Digital when it is legally required under the Health and Social Care Act 2012.]</p> <p>To opt-out of your identifiable information being shared for medical research or to find out more about your opt-out choices please go to NHS Digital's website https://digital.nhs.uk/services/national-data-opt-out-programme or you can ask our Practice Manager.</p>
<p>Right to access and correct</p>	<p>You have the right to access/view what information the surgery holds about you, and have any errors or mistakes corrected. Please speak to a member of staff or look at our 'subject access request' policy on the practice website.</p> <p>We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.</p>
<p>Retention period</p>	<p>GP medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to the Practice Manager.</p>
<p>If you have concerns</p>	<p>Should you have any concerns about how your information is managed at the surgery please contact the Practice Manager to discuss how the disclosure of your personal information can be limited.</p>
<p>Right to complain</p>	<p>You have the right to complain to the Information Commissioner's Office. If you wish to complain follow this link https://ico.org.uk/global/contact-us/ or call the helpline 0303 123 1113</p>