

Privacy Notice

Andrew Perry Orthopaedics Ltd

This privacy notice explains why Andrew Perry Orthopaedics Ltd collects information about you, how we keep it safe and confidential and how that information may be used.

Why we collect information about you

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received.

In carrying out this role we may collect information about you, that helps us respond to your queries or secure further specialist diagnostic services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address and also contain more sensitive information about your health.

Details we collect about you

The health care professionals who maintain records about your health and any treatment you have sometimes need access to records, about care you have received previously, or elsewhere, (Joint Reaction, Frimley Park Hospital Trust, GP surgeries, Out of Hours GP Centre, A&E, Walk in Clinic, etc). These records help to provide you with the best possible healthcare.

Records we hold about you, may include the following:

- Personal details about you, such as your name address and next of kin, emergency contacts
- Your home telephone number, mobile phone number, email address
- Any contact our practice has had with you , such as appointments, clinic visits, minor procedures such as injections and surgical operations
- Notes and reports about your health, treatment and care
- Results of investigations, such as laboratory tests, x-rays etc
- Relevant information from other health professionals, relatives or those who care for you.
- Private insurance details

How we keep your information confidential and safe

All your private health records are kept electronically. Our Private practice database is hosted by Bluespier UK, who act as our data processor, and all information is stored on their secure server in Kingswinford, West Midlands and is protected by appropriate security. The

company is called Terafirma and their website is www.terafirmait.co.uk where you can find their privacy notice. Access to this information is restricted to authorised personnel.

We also make sure that data processors that support us, (Bluespier UK) are legally and contractually bound to operate and provide security for data that could, or does identify a person.

We email / post appointment reminders and may use your mobile number to text you. Test results and clinic letters will only be faxed or emailed, (to you or a third party), if you have separately given us your explicit verbal consent, or a signed and dated consent document. Dated consent can only be actioned on the date signed, unless a time period is clearly stated.

We maintain our duty of confidentiality to you always. We will only ever use or pass on information about you if others in your care have a genuine need for it. We will not disclose your information to any third party, (including insurers) without your permission unless there are exceptional circumstances (ie. life or death situations) or where the law requires such information to be passed on.

How we use information about you

Confidential patient data will be shared within the administration team at our private practice and also other consultants at our partner hospitals / clinics, (Spire Clare Park hospital, Joint Reaction, Parkside Suite , Frimley Park hospital), their nursing staff, administration teams, receptionists and other allied professionals such as radiographers and physiotherapists. Those individuals have a professional and contractual duty of confidentiality under their own privacy notices.

Mandatory Disclosures of Information

Occasionally we are legally obligated to disclose information about patients to relevant authorities, in these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed. Data will be anonymised if at all possible, before disclosure if this would serve the purpose for which the data is required.

Organisations, we are sometimes required to release mandatory information to, include:

- CQC
- DVLA
- GMC
- HMRC
- Police

- The Courts
- Public Health England
- Social services
- The Health Service Ombudsman

Permissive Disclosures of information

Only with your explicit consent, will Richard Hargrove Orthopaedics release information about you from our private practice records to relevant organisations. These may include:

- Your employer
- Insurance companies
- Solicitors
- Local authorities
- Police

Accessing your information on other databases

Andrew Perry Orthopaedics Ltd can access certain medical information about you, when relevant or necessary, that is held on other databases (ie. under the control of another data controller). These include NHS Frimley Park hospital, Joint Reaction, Parkside Suite, Frimley Park hospital, Spire Clare Park Hospital and BMI Hampshire Clinic. Accessing such information will only be for your direct medical care.

Your right to opt out of Sharing your Information

You have the right to opt out (or object) to ways in which your information is shared, both for direct medical care purposes, such as statistical outcome figures, PROMS etc.

Accessing your own Medical Information

You have the right to access your own medical record. You may put this in writing to our correspondence address and we will aim to action this within 30 days.

Notification

The Data protection Act 1998 (shortly to be replaced by General Data Protections Regulations 2018) requires organisations to register a notification with the Information

Commissioner to describe the purposes for which they process personal and sensitive information.

We are registered as a data controller and our registration can be viewed online in the public register at: <http://ico.org.uk/whatwecover/registerofdatacontrollers>

Complaints

If you have concerns or are unhappy about any of our services, please contact us at our Correspondence address: Andrew Perry Orthopaedics Ltd, Spire Clare Park hospital, Crondall lane, Crondall, Farnham, Surrey, GU10 5XX.

For independent Advice about Data protection, privacy and data sharing issues you can contact:

The Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone : 08456 30 60 60

Website: www.ico.gov.uk

Likewise, should you have any further questions about uses of your data, please do not hesitate to contact us on the contact details below.

Andrew Perry Orthopaedics Ltd

Spire Clare Park hospital

Crondall Lane

Crondall

Farnham

Surrey

GU10 5XX

Phone : 01252 852086

Email: debbie@jointreaction.co.uk

Website: www.jointreaction.co.uk