

THE BURNS PRACTICE

Fair Processing Notice

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These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

Document History

Version	Date	Description
1.0	26/06/2017	Document created.

Introduction

This document is to explain to you the types of personal data we hold about you and how we may use this information for the benefit of your health and wellbeing. The document advises you on how we allow [or do not allow] your electronic health record (and where applicable social care record) to be made available to other organisations, across a variety of healthcare settings. This is subject to your permission, via use of the computer system SystemOne. It informs you of your options should you wish to take further control of your SystemOne record. The information should be carefully considered and any concerns you have about the data we hold, and how we use it, should be raised with us.

The information we hold about you

The personal data we hold about you

As your registered GP practice we hold your electronic health (and where applicable social care) record. This contains sensitive information about you, your health and your wellbeing. The following list provides an example of the type of information (both past and present) that can be held within your record:

- Demographic and contact details (name, date of birth, address, telephone number, email address, gender, sex, religion, marital status etc.)
- Appointments and Consultations
- Diagnoses (including physical disabilities and mental health conditions)
- Medication, Vaccinations, Pathology results (e.g. blood tests) and Allergies
- Social care involvement
- Hospital correspondence and correspondence from other health and social care settings (including x-rays, discharge letters and referrals)
- Relationships/Next of Kin

Why do we and other organisations need access to your personal data

Why do we need access to your personal data?

This information means we can provide you with high quality direct care in a safe and effective manner. Being able to see your detailed record allows for an overall picture of your health and wellbeing to be assessed. This then helps us to diagnose and prescribe appropriate courses of treatment to you. This means that the most safe and efficient care is provided to you. We do not want you to have to repeat your medical history and remember every detail, which may or may not be relevant, to every health and social care professional involved in your care. Lack of access to your information may lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

Why do we need to share your personal data?

We recognise that you will benefit from other health and social care providers that care for you (either currently or in the future) having access to your electronic health (and where applicable social care) record. This is because they can then make fully informed decisions about the care you require. The reasons for access to the detailed record, mentioned above, apply across the health and social care profession. A shared record ensures that care providers always have the most accurate, up to date information.

What do we mean by 'Direct Care'?

The term 'Direct Care' means a clinical health activity concerned with the prevention and investigation and treatment of illness. It includes supporting your ability to function and improve your participation in life and society. It also includes the assurance of safe and high quality care and treatment undertaken by one or more registered and regulated health or social care professionals and their team with whom you have a legitimate relationship for your care purposes.

It does **not** include access to information for purposes such as insurance, advertising or marketing.

How we share your personal data (our practice default)

As your GP practice we have set the following practice settings for all our registered patients whose detailed electronic health (and where applicable social care) record is in our possession and within the clinical computer system, SystemOne. However, we recognise that each of our patients have differing health and social care needs and you may wish to control yourself how your personal data is shared. This can be done via 'Your Choices' stated below.

Explicit consent to make your record available to all organisations (without verification/security code process) - original eDSM) for direct care purposes

We will obtain your explicit consent (permission) to share your detailed electronic health (and where applicable social care) record to anyone that cares for you. By providing your permission, we make your record available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystemOne. This allows for anyone at these organisations who have the appropriate controls to retrieve your electronic record, once you are registered for care. However, these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record.

The types of organisation who could be involved in your direct care and therefore need access to your electronic record are:

- GP practices
- Community services (for example, physiotherapy, diabetic clinics, district nursing, rehabilitation centres)
- Referral triage centres (services determining which organisations should care for you)
- Child Health
- Urgent Care (for example, A&E, Minor Injury Units (MIU) and Out of Hours services)
- Community Hospitals
- Palliative Care
- Care Homes
- Offender Health (care providers within organisations such as Prisons and Custody Suites)
- NHS Hospitals
- NHS Mental Health Services
- Social Care – registered and regulated professionals within social care organisations coordinating care (not social care providers)
- Community Pharmacy

To find out more about these types of organisations please go to the following webpage: <http://www.tpp-uk.com/products/systemone/modules>.

If at any point in the future you are not happy to share your electronic record in this way, please let us know as soon as possible so that we can record your dissent (refusal of permission) and stop your record from being accessed outside of the GP practice. You can choose to refuse your permission for any organisation having access to your GP record. .

Where we have not received your explicit consent or dissent then your record will not be shared.

Implied consent to make your record available to all organisations (without verification/security process - original eDSM for direct care purposes)

We assume that you are happy to share your detailed electronic health (and where applicable social care) record to anyone that cares for you. We therefore make your record available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystemOne. This allows for anyone at these organisations who have the appropriate controls to retrieve your electronic record, once you are registered for care. However, these individuals should only legitimately access your record to provide you with care services. They must also record your permission to view your record.

The types of organisation, which could be involved in your direct care and therefore need access to your electronic record are:

These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

- GP practices
- Community services (for example, physiotherapy, diabetic clinics, district nursing, rehabilitation centres)
- Referral triage centres (services determining which organisation should care for you)
- Child Health
- Urgent Care (for example, A&E, Minor Injury Units (MIU) and Out of Hours services)
- Community Hospitals
- Palliative Care
- Care Homes
- Offender Health (care providers within organisations such as Prisons and Custody Suites)
- NHS Hospitals
- NHS Mental Health Services
- Social Care– registered and regulated professionals within social care organisations coordinating care (not social care providers)
- Community Pharmacy

To find out more about these types of organisation please go to the following webpage: <http://www.tpp-uk.com/products/systmone/modules>.

If you are not happy to share your electronic record in this way, please let us know as soon as possible so that we can record your dissent (refusal of permission) and stop your record from being accessed outside of the GP practice. You can choose to refuse your permission for any organisation having access to your GP record.

Where we have not implied your consent or dissent then your record will not be shared.

Organisations we make your record available to

We work collaboratively with a variety of health and social care organisations across the NHS and therefore with your assumed consent we make your electronic patient record available to a select list of organisations using the clinical record computer system, SystmOne. This means that once you are registered at those organisations their staff, who have been given the role of viewing clinical records, will be able to view your record, once they have discussed this with you and recorded your consent.

These organisations are stated below and you can ask for a printed list.

Workgroup	Name Unit	Area	Services Covered
RDaSH Corporate Units			
545560716569	RDaSH Trust - EPR Core	RDaSH	A clinical view of the shared record for all RDaSH services. Used by Safeguarding team
555127826100	RDaSH Infection Prevention & Control Service	RDaSH	Infection control service
556464121102	RDaSH Healthy Child Flu Programme	RDaSH	Vaccination team - children in Rotherham and Bassetlaw
562190578101	RDaSH CAMHS	RDaSH	Child Mental Health for Rotherham, Doncaster & N.Lincs
562350281103	RDaSH Mental Health Inpatient Services	RDaSH	IMH inpatients for Rotherham, Doncaster & N.Lincs
Doncaster Units			
141545804561	Doncaster Adult Community Nursing - Planned Care	Doncaster	Community nursing - planned services
136480783564	Doncaster Adult Community Nursing - Single Point of Access (SPA)	Doncaster	Call handling service for Doncaster Community nursing, MH Access team, Adult Continence

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

435210577563	Doncaster Adult Community Nursing - Unplanned Care	Doncaster	Community nursing - unplanned services
375734138569	Doncaster Children Young People & Families Service	Doncaster	Children's core services 0-19ys including LAC
614115570564	Doncaster Community Cardiac Services	Doncaster	Cardiac Rehabilitation, Heart Failure, Cardiac Arrhythmia
560684465101	Doncaster Community Inpatients	Doncaster	Hawthorn, Hazel, Magnolia Wards
287061061563	Doncaster Community Intermediate Care Pathway	Doncaster	Falls service
450831211567	Doncaster Specialist Continence Service	Doncaster	Adult continence service
314683875566	Doncaster CYPF Specialist Nursing Service	Doncaster	Childrens Diabetes & Epilepsy specialist nurse, Community Nursing, Continence Specialist
642215442566	Doncaster Diabetes Specialist Nursing Service	Doncaster	Adult Epilepsy specialist nursing
354275616564	Doncaster Dietetic Services	Doncaster	Dietician service
355278161565	Doncaster Drug and Alcohol Services	Doncaster	Drug and Alcohol services for adults
806552784563	Doncaster Epilepsy Specialist Nursing Service	Doncaster	Adult Epilepsy Specialist services
442425745563	Doncaster Learning Disabilities Service	Doncaster	Learning disabilities service - adult
686037008568	Doncaster Neuro Services	Doncaster	Neurology services
715072154563	Doncaster Occupational Therapy Services	Doncaster	Community OT services
650427754561	Doncaster Community Parkinson's Disease Specialist Team	Doncaster	Parkinson Disease services
607655640565	Doncaster Physiotherapy Services	Doncaster	Community Physiotherapy services
165614725563	Doncaster Podiatry Services	Doncaster	Community Podiatry including nail surgery and Biomechanics
862426467562	Doncaster Project 3 - Young Peoples Health & Wellbeing	Doncaster	Sexual Health, Stop smoking advice, Counselling for children
655737277567	Doncaster Psychological Therapy Services	Doncaster	laPT - Adult service -
148548178562	Doncaster Respiratory Specialist Nursing Service	Doncaster	Respiratory nurse service / Home Oxygen Therapy
351636145564	Doncaster Speech and Language Therapy Services	Doncaster	Community Speech Therapy service
120614513568	Doncaster St John's Counselling and Bereavement Service	Doncaster	Counselling service
482282850569	Doncaster St John's Hospice	Doncaster	Palliative community & inpatient service
627777440561	Doncaster - The Living Well Cancer	Doncaster	Information service
601873338565	Doncaster Stop Smoking Service	Doncaster	Smoking in pregnancy service
763421508568	Doncaster Community Stroke	Doncaster	Stroke rehabilitation service

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	Rehabilitation Team		
436154603563	Doncaster TB Specialist Nursing Service	Doncaster	Screening & treatment for TB
302450514567	Doncaster Telehealth Services	Doncaster	Patient monitoring
604478448565	Doncaster Tissue Viability and Lymphoedema Service	Doncaster	Tissue Viability & Lymphoedema
546726362561	Doncaster Viral Hepatitis Specialist Nursing Service	Doncaster	Hepatitis screening & treatment
433320065561	Doncaster Wheelchair and Specialist Seating Services	Doncaster	Wheelchair & seating issue,
5606684465101	Doncaster Community Inpatients	Doncaster	Community intermediate care wards
562350281103	Doncaster Community Mental Health Services	Doncaster	All Community MH
North & Northeast Lincs Units			
94365610016	North Lincs Psychological Therapy Services	North Lincs	laPT - Adult service -
555485315100	North Lincs Children Young People & Families	North Lincs	Children's core services 0-19ys including LAC
429063825047	North Lincs Learning Disabilities	North Lincs	Learning disabilities service - adult
562350302108	North Lincs Community Mental Health Services		All Community MH
Rotherham Units			
113300634046	Rotherham Psychological Therapy Services	Rotherham	laPT - Adult service -
204642556565	Rotherham Drug and Alcohol Services	Rotherham	Childrens Substance Misuse services only
482493592042	Rotherham Learning Disabilities Service	Rotherham	Learning disabilities service - adult
562350217104	Rotherham Community Mental Health Services	Rotherham	All Community MH

Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust

Workgroup	Name Unit	Area	Services Covered
601505057567	Physiotherapy	Doncaster/ Bassetlaw	Inpatients Outpatients Acute Respiratory Rehab MSK Rheumatology Paediatric MSK Women's Community Physio Hand Clinic GP Physio Clinics Group Physio Clinics

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

106748323560	Dietetics	Doncaster/ Bassetlaw	Inpatients General Outpatient Clinics Paediatric Dietetics Tier 3 Service General Community Dietetics
508228858561	Occupational Therapy	Doncaster/ Bassetlaw	Inpatients Outpatients Rheumatology OT Fibromyalgia Paediatric OT Hand Clinic OT Community OT

All other health and social care organisations require you to verify their access (see verification section below (see below sections)].

Organisations we make your record available to, subject to you providing a security code

It is not always possible to predict the specific health and social care services that you may require in the future. For example, you may require a specialist service or need to be treated whilst away on holiday in another part of the country. Therefore, where we have assumed your consent we make your electronic health (and where applicable social care) record available to organisations subject to you providing them with a verification (security) code if/when you present there for care; it's similar to the verification (security) process you may be familiar with using for internet banking. Without this code the organisation will not be able to access your record.

Verification only applies to those health and social care organisations, using the clinical record computer system SystemOne, who are not mentioned above, as those who we have chosen to automatically share with (see above), All other NHS commissioned services and local authorities providing health and social care services, using SystemOne, must ask you to provide verification via a PIN number sent to your phone and/or email address.

Without this PIN number provided to the organisations, they will be unable to access your electronic record. unless you put that organisation on your personal sharing list – see Your Choice or ask the GP practice to add them to their sharing list.

You will only be required to provide the PIN number to that particular organisation once (e.g. each referral, A&E attendance, contact with an out of hour's service). As soon as the verification (security) code is provided, the individuals at the organisation will continue to have access to your record to treat you for that particular matter/condition/referral, until you change your mind and ask that organisation to record refusal of your permission. Only staff with the appropriate job functions, granted to them by the organisation and only those providing you with care services, should legitimately access your record, once they have obtained your consent.

Your choice

You may not agree with the health and social care organisations we have chosen to have access to your detailed electronic health (and where applicable social care) record (the practice default). You can therefore control this yourself. Your choice will override our settings. You have the following options:

- **No organisations require you to provide a security code** - You can give your permission to allow all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne, to access your record. This allows for any individual at these organisations (who have the appropriate access controls) to retrieve your electronic record, only after you are registered with them for care. These individuals should only legitimately access your record to provide you with care services and they should always request and gain your consent before doing so.
- **Dissent/Refusal of your permission** - You can refuse your permission for your record to become available to all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystmOne, which prevents us sharing your clinical record to any other organisation involved in your care. Please carefully consider the benefits of sharing your record, mentioned before choosing this option.
- **All organisations require you to provide a security code** - You can require that all health and social care organisations must ask you for a PIN number on your first visit to that service. This allows you to verify/confirm that each individual organisation should have access to your record, as they are legitimately involved in your care. You will require access to either a mobile phone or email account, as a PIN will be sent to you. Alternatively, you will need access to SystmOnline to accept or reject a share request sent to your account by the organisation wishing to view your record. Please contact your GP or GP receptionist to request to be enabled for SystmOnline
- **Custom lists** - You can put together your own personal lists for access, adding organisations to each of the 3 lists i.e. does not require a security code (allowed list), requires a security code (verification list) and cannot access (prohibited list). The functionality for each list will act as described above, but it is you who can determine the level of access, which applies to them. This should be done in conjunction with your GP to ensure you understand the full implications of your decisions.
- **Marking items as private** – If you have had a consultation about a particularly sensitive matter, you can ask for this section of your record to be marked as private. That way, even if you consent for another service to see your record, that consultation will not be shown outside the organisation that recorded it.

When deciding which option to choose it is important to consider that your detailed record allows for an overall picture of your health and wellbeing to be assessed. This in turn helps health and social care professionals diagnose and prescribe appropriate courses of treatment to you. This ensures that the most safe and efficient care is provided. It will prevent you from having to repeat your medical history and remember every detail, which may or may not be relevant, to every health and social care professional involved in your care. Lack of access to your information may lead to misdiagnosis, inappropriate prescribing of medication or tests and/or ineffective treatment.

You can make the above changes at any time by contacting your GP, GP Receptionist or by logging onto your SystmOnline account.

Please see the SystmOnline eDSM functional guide for patients which can be accessed on the Burns Practice website or via our admin team

Available audits

Audits are useful for your understanding about the types of organisation and individual(s) who are viewing your record. They allow you to raise any concerns about potential illegitimate or unnecessary access of your personal data with the relevant person or organisation.. The ability to audit record access is a significant benefit of electronic records over paper records as it allows for a visible trail to be available to you in the following ways:

- **Alerts** - You can opt to receive an alert via SMS or email every time an individual at any health and social care organisation attempts to record your consent to view your record. This means that you can be

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confident that the appropriate people are viewing your record and you can raise concerns with any organisation where you feel this is not the case.

SystemOnline Record Audit – You can view which organisations have accessed your electronic health (and where applicable social care) record within SystemOnline. Ability to access this audit in SystemOnline is controlled by your GP. Any concerns about access can be raised with the relevant organisation. Please see the SystemOnline eDSM functional guide for patients which can be accessed on the Burns Practice website or via our admin team

- **Record Sharing List** – You can ask your GP practice to show you a list of all health and social care organisations currently caring for you and whether they have recorded your consent or dissent to view your record. If you disagree with the consent options recorded then you should contact those organisations and ask them to amend the setting.