



Your medical records

- [Confidentiality and Great Bentley Surgery](#)
- [Your right to see your health records](#)
- [The Summary Care Record](#)
- [Secondary uses of your medical records](#)
- [Opt-out form for data sharing schemes](#)
- [Secure online access to your GP medical record](#)
- [Sharing information from your GP record](#)

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact the surgery's Caldicott Guardian / Information Governance lead or the practice manager.

Confidentiality and Great Bentley Surgery

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about a visit to the surgery, but we won't.

You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist – will stay confidential.

Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital or clinic – it is best if you allow the doctor or nurse to inform Great Bentley Surgery of any treatment that you are receiving.

Confidential patient data will be shared within the health care team at the practice, including nursing staff, admin staff, secretaries and receptionists, and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals (including NHS or CCG management staff) without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and contractual duty of confidentiality. Data will otherwise be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

We are sometimes asked to provide information for the purposes of education, audit or research or for the purposes of health care administration. In all cases the person to whom such information is released is bound by a duty of confidentiality.

The information disclosed is kept to the minimum necessary for the purpose and is always anonymised if at all possible.

Great Bentley Surgery is registered as a Data Controller under the Data Protection Act 1998 and fully complies with the General Data Protection Regulations.

Who can directly access your surgery-held electronic GP medical record, if needed and if appropriate?

- All our GPs and trainee doctors
- All our Practice Nurses and Nurse Practitioners
- Some of our Community (District) Nurses
- Some of the local Midwives
- All our Admin team and Receptionists
- All our Phlebotomists/Health Care Assistants
- Our visiting Medicines Manager support staff
- Our visiting specialist nurses
(palliative care, heart failure, Parkinson's Disease)
- Our practice manager, reception manager and finance manager
- Our Secretaries
- Support staff from EMIS (responsible for our GP software system)
- On a temporary basis, our medical students

*Who **cannot** access your surgery-held electronic GP medical record without your explicit consent?*

Anyone else, in particular:

- The Department of Health
- NHS England
- NHS Digital
- Medical Researchers, Pharmaceutical Companies, Journalists

You have the right to object to ways in which your data is used (or processed)

We will always try to respect your wishes if you do not wish for your data to be used in a particular way, unless to do would mean that we could not provide you with safe and effective medical care.

You have the right to object to (i.e. opt-out of) the uploading of your medical record to any or all of the NHS Databases (such as The Summary Care Record or The Hampshire Health Record).

You have the right to object to (i.e. opt-out of) *primary uses* of your medical record; that is the sharing of your data with health professionals outside of the surgery for the provision of *direct medical care*, if you so wish.

For example, you can opt-out of the Summary Care Record.

You have the right to object to (i.e. opt-out of) *secondary uses* of your medical record; that is the sharing of your data for purposes *unrelated to your direct medical care* (e.g. health care planning, audit, research, commercial or political uses), if you so wish. Opting out of secondary uses will prevent *all* such extractions of data and their processing for secondary purposes, national audits, risk stratification schemes, extraction of sick note data to the DWP, mandatory data extractions to NHS Digital, and any *future* secondary extractions and uses of your personal confidential data.

You can opt-out of any or all of these data sharing schemes.

Opting back into data sharing

You can opt back into any or all of these schemes, at any time, if you have previously opted out.

To do so, speak to our practice manager.

The practice manager, can always tell you what you have, and have not, opted out of.

Be careful opting back in to particular schemes – opting back into one scheme might automatically opt you back into another.

Your right to see your health records

A health record is any record of information relating to someone's physical or mental health that has been made by (or on behalf of) a health professional. This could be anything from the notes made by a GP in your local surgery to results of an MRI scan or X-rays.

Health records are extremely personal and sensitive. They can be held electronically or as paper files, and are kept by a range of different health professionals both in the NHS and the private sector.

How can I access my records?

To do so, you will need to make your request in writing (or by email) to Great Bentley Surgery (address your letter to the Practice Manager). Alternatively you can complete the dedicated SAR form available on our website.

This is known as a subject access request.

We will need your name, address, DOB, and ideally an up to date contact telephone number.

You do not have to give a reason for applying for access to your health records. However, to save the NHS time and resources, it would be helpful if you would inform us - if you do not need access to your *entire* health record - of the periods and parts of your health records that you require, along with details which you may feel have relevance (e.g. consultant name, location, diagnosis).

There is no fee for making an SAR, but if manifestly unfounded or excessive, particularly if it is repetitive, a fee can be charged.

You should receive a reply to your request within 1 calendar month.

You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons (e.g. to protect the privacy of third parties).

You also have the right to have information explained to you where necessary (e.g. medical abbreviations).

We can provide you with a printout of the information requested or export the information (e.g. as a *.pdf* file) onto an encrypted CD-ROM. This is our default method of providing information.

The Summary Care Record

In common with all GP surgeries, Great Bentley Surgery is required to extract and upload information from GP records to the national Summary Care Record (SCR) database, one of a number of NHS databases.

Your Summary Care Record will contain all medication prescribed for you in the preceding 6 months, any repeat medication issued over the preceding 18 months, and any allergies or adverse reactions to medicines.

The information will potentially be available to healthcare professionals across England, for the purpose of your direct clinical care (a “primary” use of your information).

The SCR is therefore a *nationally* available database.

The information is extracted and uploaded to NHS Digital, who is therefore the data controller for the Summary Care Record database.

Who can access the Summary Care Record?

- Clinicians at NHS 111
- NHS Hospitals & Clinics
- Out of hours GP service
- Most parts of the NHS when required for your direct care

Any access must be with your **express consent** which will be asked for at the time of contact.

If you do not wish to have, or continue to have, a Summary Care Record then you can opt-out at any time.

If you do opt-out, your uploaded data will be “blanked”, no one will be able to access it, and no further information about you will be uploaded from your GP record.

If you do opt-out, or if you have already opted out, then you can opt back in *at any time* and have a Summary Care Record created.

Further information about Summary Care Records is available from:

www.summarycarerecord.info

www.digital.nhs.uk/summary-care-records/patients

If you wish to opt out of The Summary Care Record then contact the surgery.

Alternatively, you can email us using postmaster.gp-f81021@nhs.net with your opt-out wishes.

The Summary Care Record is just one way by which you can make your information available to other healthcare professionals.

Secondary uses of your medical records

You have the right to control how medical information about you is processed, used, shared, disseminated or sold, for purposes other than your direct medical care – so called *secondary uses (or purposes)*.

Secondary uses include projects involved in risk stratification, “population health management”, national clinical audits, research, healthcare planning, commissioning of healthcare services by CCGs, commercial and even political uses.

You can control your personal confidential information by expressing an objection, or *opt-out*, to the surgery.

We will then add a special ‘read-code’, or electronic flag, to your GP record.

One such opt-out is known as a **Type 1 opt-out** (sometimes referred to as a *9Nu0* opt-out, after the flag added when expressed).

A Type 1 opt-out, when present in your GP record, should prevent identifiable information about you being extracted from your GP record, and uploaded to *any* other organisation, for purposes other than your direct care.

A Type 1 opt-out will then prohibit extraction and uploading for all of the following secondary uses:

- [Risk stratification schemes](#)
- National clinical audits (such as the [National Diabetes Audit](#))
- [The Clinical Practice Research Datalink](#) (CPRD)
- Extraction of de-identified information about you concerning any [eMed3 Statement of Fitness to Work reports](#) (i.e. sick notes), uploaded to NHS Digital, and subsequently passed by NHS Digital to the Department of Work and Pensions
- All extractions and uploading of identifiable information about you to NHS Digital, for any secondary purpose (so-called [GPES extractions](#))

It is therefore, *the single, unitary, secondary uses, opt-out*.

Great Bentley Surgery extracts and uploads information to the National Diabetes Audit, but does not upload for risk stratification for case finding, nor to the CPRD.

Secondary use objections (either Type 1 or Type 2) will *in no way affect* how healthcare professionals provide you with direct medical care, or prevent them accessing your medical record if and when appropriate, and with your explicit consent.

Secondary uses are not about information sharing between healthcare professionals.

You can express a **Type 2 opt-out** as well (sometimes referred to as a *9Nu4* opt-out, after the flag added when expressed).

The Type 2 opt-out acts to control information about you as held by NHS Digital (formerly the "HSCIC").

NHS Digital holds information about you obtained from a variety of sources, such as hospital trusts, mental health services, maternity records, community records, collectively known as Hospital Episode Statistics (HES). It also holds some information from your GP record.

A Type 2 opt-out, when present in your GP record, should prevent identifiable information about you being disseminated, shared or sold, by NHS Digital, for purposes other than your direct care.

It will not prevent NHS Digital disseminating, sharing, or selling, information about you that is either effectively anonymised (i.e. cannot identify you), or aggregated (i.e. just numbers).

More information about Type 2 opt-outs can be found at <http://www.hscic.gov.uk/article/7072/Applying-Type-2-Opt-Outs>

The 9Nu4 opt-out, particularly in conjunction with an additional opt-out that you can make directly to NHS Digital (<http://tinyurl.com/HSCICpuyi>), is the *only* way that you can have any control over the way that NHS Digital handles your information.

With a Type 1 or Type 2 opt-out in force, you will still be invited to cervical screening, breast screening, bowel cancer screening, diabetic retinopathy screening, abdominal aortic aneurysm screening, and any other current or future national screening programmes, if you are eligible - the Type 1 and Type 2 opt-outs do not prevent these programmes in any way.

Nor will a Type 1 or Type 2 opt-out prevent you from taking part in medical research, with your explicit consent.

More information about secondary uses, and Type 1 and Type 2 opt-outs, can be found at www.nhsdatasharing.info

Detailed factsheets about Type 1 and Type 2 opt-outs, and links to further sources of information, can be found within that site.

If you wish to opt out of secondary uses of information from your GP record, then let a member of staff know.

Alternatively, you can email us using postmaster.gp-f81021@nhs.net.

Data Processors

Great Bentley Surgery uses data processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients.

EMIS Health Ltd

EMIS Health hosts our electronic GP patient records database at their secure servers in Leeds. As such, they are acting as the data processor in this.

Docmail Ltd

We have a contract with Docmail Ltd to permit them to send out letters from the surgery to patients, for example to invite them for a flu vaccination. We provide names and addresses only, and a template letter, to Docmail, who then create and post the letters out.

Essex County Council

We also have a contract with Essex County Council (ECC) to enable them to invite patients for an NHS Health Check on our behalf. Again, we provide demographic data, plus date of birth, to ECC, who then create and post the letters of invitation out.

MISL Ltd

We have a contract with MISL Ltd to digitize the paper ("Lloyd George") records of our patients, which will be ultimately imported into the electronic GP record. Once this has been completed, the paper record will be securely destroyed.

OPT OUT FORM – MEDICAL RECORDS

Please tick the relevant scheme(s) that you wish to opt-out of.
(You can opt back in to any/all of them at any time in the future)

- I would like to opt-out of the Summary Care Record
Please could you add the relevant "electronic flag"/read
code *9Ndo* to my medical record
(This will also opt you out of The Hampshire Health Record)
- I would like to opt-out of all "secondary" uses of my GP
record (including the National Diabetes Audit)
Please could you add the relevant "electronic flags"/read
codes *9Nu0* and *9Nu4* to my medical recor

Name:

Signature:

DOB:

Your name/signature & relationship if applying on behalf of another person (e.g.
parent/legal guardian):

Please hand this form into reception, post/fax it to the surgery,
or email it to postmaster.gp-F81021@nhs.net

Secure online access to your GP medical record

Patient Access is the name of the software module offered by GP surgeries (such as Great Bentley Surgery) running the EMIS GP records system.

Patient Access enables you to do the following online (or via a smartphone app):

- Book appointments
- Order repeat prescriptions
- Update your contact details (address, phone numbers etc.)
- Access your full electronic GP record securely online

You can look at www.patient.co.uk/patient-access to get an idea of what it's like.

This facility is free, both to the surgery and to patients. To apply you can register on the above website or ask to register with a member of staff.

Once registered, you can logon and use Patient Access on a computer, tablet or via a smartphone app, freely downloadable for Android (Google Play) and iOS (iTunes).

You can potentially have access to your *full* electronic GP record including consultations, medication, allergies, vaccinations, GP and hospital letters, blood test results and x-ray/scan reports. You are also able to check the results of any blood tests or x-rays requested by your GP, download them, print them off at home, take them to hospital appointments etc. This would need to be requested as is not automatic.

You are then able to show your GP record, if you wish, to any healthcare professional that you might see, anywhere in the world (e.g. in a GP out-of-hours centre, A&E department or hospital), directly, or by permitting secure temporary access, or by exporting your record to a secure mobile device. Whether you have these facilities enabled or not will not affect your care from the surgery – it is simply an additional benefit that is on offer.

Please note:

Patient Access has absolutely nothing to do with the national NHS Databases, such as the Summary Care Record or the Hampshire Health Record, or any other secondary uses of your GP record.

(You can find out more about the NHS Databases, and NHS data sharing in general, including how to opt-out, via www.nhsdatasharing.info).

Opting out of any or all of the NHS Databases does not prevent you from using Patient Access.

- With Patient Access, no data is uploaded to any database, government-controlled or not.
- With Patient Access, the only person with access to your record via the secure website is you
- With Patient Access, your GP remains the data controller for your information

How might online access to my medical record be of benefit?

Access abroad: You may be in another country and taken ill. You may decide to allow the doctor temporary access to your records (a personal decision). All they need is access to the internet and your login details (or you login for them). When access to your record by that doctor is no longer needed, you let your surgery know and they immediately disable access until they can provide you with new login credentials.

A&E/ Outpatients/Out of Hours GP: If you are going to see a healthcare professional in hospital you can allow them to see your records online if there is a computer in the room, or print out the relevant information and take it with you.

Relatives having access: *Only if you wish* you could share all your records with relatives or just part by printing the part you wish to share.

Saving Time: Blood results, x-rays or letters (e.g. from consultant/specialist out-patient appointments) can be checked. If results are normal it saves you time not having to travel to the surgery or ring up for the results.

Information for Forms: If you need to know when you had your immunisations, what allergies you have or major diagnoses, you can look them up.

Better understanding: If you did not understand the conversation with the doctor or nurse, you can look at the record of that consultation. Patients have found that that makes the discussion easier to understand and remember. You will also find that the information buttons explain technical terms for you. This can be extremely helpful.

Correcting information: You can see if there are incorrect entries in your GP record, or missing information, and speak to your GP about these

Medication information: You can easily check information about any medication prescribed by clicking on the  button listed next to your medication in the list. This also includes information on how to take the medication. You can check what results mean or check a condition. There are links to support groups e.g. Diabetes UK.

Security: It's as safe as internet banking **IF** you keep your passwords and security questions secure. You wouldn't leave your bankers card and pin numbers lying around (particularly at work) and then wonder how someone managed to withdraw money from your account. Don't leave your passwords where they can be found. This may also include at home if you don't want family members to view your records. Don't use obvious ones such as names, birthdays or anniversaries etc.

Disadvantages

Forgotten History: There may be something in your history you don't want any family members to see. It might be information you had put to the back of your mind and are now confronted with it!

Complex information: The record is designed to be used by doctors for doctors. There will be abbreviations and technical terms. However, most patients understand most of what they read and the information buttons linked with problem titles offer detailed explanations. Please ask if you do not understand.

Test Results: Results can be difficult to understand. Results may be abnormal and cause you to worry.

3rd Party Info: You might want to tell the doctor something about your spouse/partner/child etc. in confidence.

- If the doctor records the information and the patient then sees this it could cause problems.
- If the doctor doesn't then vital information may get lost or forgotten
- The information may be malicious and again cause problems

The website <http://myrecord.org.uk/> has very good information about all of this.

Making your medical information available to healthcare professionals outside of the surgery

Patient Access allows you to make your medical information available to health professionals outside of our surgery, if and when you want, anywhere in the world.

You may choose:

- only to view your medical record yourself
- to allow others (e.g. relatives or carers) access to it, temporarily or permanently
- to allow healthcare professionals access to it, anywhere in the world, on a temporary basis
- or any combination of the above

How would this work?

Allowing relatives or carers access to your medical record online via Patient Access is easy – you will simply need to give them your login details.

If ever you change your mind, your surgery can reset your account and provide you (alone) with new login credentials (see below).

Allowing doctors, nurses, pharmacists and other healthcare professionals access, home or abroad, is also straightforward.

Such access could be:

- At an out-of-hours GP centre, perhaps at night, bank holidays, or at the weekends
- At an A&E department
- At a GP surgery in a different part of the country (if you have need to be seen there)
- At a community pharmacist
- During a hospital out-patient consultation with a specialist
- If you are admitted to hospital for any reason
- If you are taken ill abroad

Your Patient Access medical record viewer account can be accessed, either:

- By yourself, or
- By a carer/relative with you, or
- By providing the medical staff where you attend with your login details

The address for accessing the details via the internet is <https://patient.emisaccess.co.uk>

Once there is no further need for others to access your account, simply contact me and I can instantly disable the existing login credentials and issue you with new ones.

Alternatively, Patient Access allows you to *grant temporary access* to your record for 24 hours via a unique link and secured using an access code.

See here for detailed information about this facility: <http://tinyurl.com/tempaccess>

Patient Access also allows you to *export your medical record* and either print it off, or save it securely to a mobile device, and then take it with you to show a healthcare professional as needed.

Patient Access is just one way by which you can make your medical information available to other healthcare professionals.

Sharing information from your GP record

When it comes to allowing healthcare professionals outside of the GP surgery access to your GP record, you have a number of choices.

- You do not have to allow any such access - by opting out of *all* such schemes
- You can allow *nationwide* access to limited information from your GP record (allergies and medication) by not opting out of The Summary Care Record
- You can control access to your GP record, *completely and personally*, by allowing temporary secure online access to your GP record - should you have chosen to enable this (i.e. opted in)
In theory, your information is available to healthcare professionals *worldwide*, should you allow it in any given situation
- If you have enabled secure online access for your GP record, then you can export your record and either print it off or save it securely on a mobile device, and then take it with you to show a healthcare professional when needed
- You can choose to share information in many other ways - for example, medical alert cards (such as MediPal, Steroid alert cards, Biological therapy cards, rare diseases cards, even bus pass cards), medical alert jewellery (such as MedicAlert, SOS Talisman), Zaptag, Tap2Tag and EIO smart cards, personal health apps such as Evergreen Life or SiKL, and the Apple iPhone emergency Medical ID feature

You can have any combination of the above, opting out of any particular data sharing schemes, and/or opting in to any that you wish to.