

We may need access to medical records to ensure we are compliant with areas of quality and safety.

Life assurance companies frequently ask for medical reports on prospective clients from their GP. These are always accompanied by your signed consent. GPs must disclose all relevant medical conditions in these reports. You can ask to see the report before it is sent back to the company. You can instruct us not to make a full disclosure, but we must then inform the insurance company of your instructions.

You and your records

We are required by law to allow you access to your computer and written medical records. Please contact reception for further advice. All such requests must be made in writing.

We have a duty to keep your medical records up to date. Please feel free to update and correct any errors of fact that may have crept into your medical records over the years. After all - these records are yours and it is important that they are as accurate as possible.

To protect your privacy and confidentiality, we will not normally disclose any medical information over the telephone or fax unless we are sure that we are talking to you. This means that we will not disclose information to family, friends or colleagues about any medical matters at all, unless we know that we have your agreement to do so.

Further information

Caroline Garrard is our practice manager, you can contact her on 01947 810466



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The privacy and confidentiality of your medical records



www.sleightsandsandsendmedicalpractice.nhs.uk

Your medical records

Your medical record is a life-long history of your consultations, illnesses, investigations, prescriptions and other treatments. The professional relationship with the patient sits at the heart of good general practice and is based on mutual trust and confidence. The story of that relationship over the years is your medical record.

At the Practice, we store all our patients' medical records on our practice computer system. The NHS is committed to developing electronic patients records (EPRs) so health information can be shared between the clinicians responsible for your care.

Your GP is responsible for the accuracy and safe keeping of your medical records. You can help us to keep it accurate by informing us of any change in your name, address etc. and by ensuring that we have full details of your important medical history. We take regular action to protect your medical records from accidental loss or damage. This is backed up remotely for security.

If you move to another area or change GP, we will send your medical records to NHS England to be passed on to your new practice. However, we do keep a copy of all entries into your records made whilst you were registered with us.

Confidentiality

You have a right to keep your personal health information confidential between you and your doctor. This applies to everyone over the age of 16 years and in certain cases to those under 16. The law does impose a few exceptions, but apart from these (listed below) you have a right to know who has access to your medical record.

There is a balance between your privacy and good health care. We will normally share some

information with other health professionals involved in your health care, unless you ask us not to. This could include, doctors, nurses, therapists, pharmacists and technicians involved in your investigation or treatment. These professionals may work for a variety of organisations such as the local acute and community NHS trusts, NHS England social services or private hospitals.

The practice is involved in the teaching of medical students. If you see a medical student during a consultation, they may be given supervised access to your computer medical record (EPR).

Our practice nursing team all have access to the computerised medical record system. They are governed by the same professional codes of confidentiality as your GP and will not disclose health information without your consent. It is our policy to have a single medical and nursing record for each patient. We firmly believe that this offers the best opportunity for delivering the highest quality of care from a modern primary care team.

Our practice staff access your records on a need to know basis or in the course of their administrative duties. They are governed by the same professional codes of confidentiality as the Practice clinicians and will not disclose information without your consent

Records and the Law

We are required by law to notify the government of certain diseases (e.g. meningitis) for public health reasons. Law courts can also require GPs to disclose medical records to them. Doctors cannot refuse to co-operate with the courts without risking serious punishment. We are also often asked for medical reports from solicitors. These will always be accompanied by the

patient's written consent for us to disclose information. We will not normally release any details about other people contained in your records (e.g. wife, children etc.) unless we also have their consent.

NHS England have also put a system in place to enable the NHS to use health information, sent from your record to a secure system, along with your postcode and NHS number, but not your name, where it can be linked with other health information. This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you. If you have any concerns or wish to prevent this from happening, please visit [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters)

Limited information is shared with NHS England to help them organise national programmes for public health (e.g. cancer registry, breast screening and cervical cytology) and to monitor NHS activity (e.g. waiting lists).

The practice must keep NHS England up to date with all registration changes. We must also notify the health authority of certain procedures that we carry out on patients (e.g. contraceptive, minor operations, and immunisations) and other procedures, where we are paid for performing these procedures.

Local authority and government agencies (e.g. social services, benefits agency), may require medical reports on you from time to time. These may not include your written consent, but we will assume that you wish us to complete these reports in your best interests. Failure to co-operate with these agencies can lead to patients' loss of benefits or other support.

We would also be required to co-operate with the Care Quality Commission inspectors who We