**Privacy Notice**

**We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way, and we review this regularly.**

**Please read this Privacy Notice (‘Privacy Notice’) carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.**

**WHY WE ARE PROVIDING THIS PRIVACY NOTICE**

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please contact our Practice Manager,Caroline Garrard at [hnyicb-ny.sandsmp-admin@nhs.net](mailto:hnyicb-ny.sandsmp-admin@nhs.net)

The Law says:

* We must let you know why we collect personal and healthcare information about you;
* We must let you know how we use any personal and/or healthcare information we hold on you;
* We need to inform you in respect of what we do with it;
* We need to tell you about who we share it with or pass it on to and why; and
* We need to let you know how long we can keep it for.

Please also note that the data protection and electronic communication laws do not stop us from sending public health messages to you, either by phone, text or email as these messages are not direct marketing.

It may also be necessary, where the latest technology allows us to do so, to use your information and health data to facilitate digital consultations and diagnoses and we will always do this with your security in mind.  
If you are concerned about how your information is being used, please contact our DPO using the contact details provided in this Privacy Notice.

**THE DATA PROTECTION OFFICER**

A Data Protection Officer (DPO) is provided for Sleights and Sandsend Medical Practice by the North of England Commissioning Support Unit (NECS). The DPO is available to provide data protection advice and support to help ensure compliance with GDPR and the Data Protection Act 2018.

If you require access to your information or you wish to make a change to your information or you wish to make a subject access request (SAR) the contact at the surgery is the Administration department which can be contacted at [Hynicb-ny.sandsmp-admin@nhs.net](mailto:HRWCCG.SandSMP-Admin@nhs.net).

If you wish to make a complaint about anything to do with the personal and healthcare information we hold about you please contact the Practice Manager on [Hynicb-ny.sandsmp-admin@nhs.net](mailto:HRWCCG.SandSMP-Admin@nhs.net)

Please contact the Practice Manager on [Hynicb-ny.sandsmp-admin@nhs.net](mailto:HRWCCG.SandSMP-Admin@nhs.net%20)  if:

* You have any questions about how your information is being held;
* Or any other query relating to this Policy and your rights as a patient.

**ABOUT US**

We, at Sleights and Sandsend Medical Practice (‘**the Surgery**’) situated at Churchfield Surgery, Iburndale Lane, Sleights, Whitby, YO22 5DP, are a **Data Controller** of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be **Data Processors**. The purposes for which we use your information are set out in this Privacy Notice.

**INFORMATION WE COLLECT FROM YOU**

The information we collect from you will include:

* Your contact details (such as your name and email address, including place of work and work contact details);
* Details and contact numbers of your next of kin;
* Your age range, gender, ethnicity;
* Details in relation to your medical history;
* The reason for your visit to the Surgery;
* Medical notes and details of diagnosis and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare.

**INFORMATION ABOUT YOU FROM OTHERS**

We also collect personal information about you when it is sent to us from the following:

* a hospital, a consultant or any other medical or healthcare professional, or any other person involved with your general healthcare.
* Information regarding from other authorities such as firearm application details, immigration matters and court orders.

**YOUR SUMMARY CARE RECORD**

All patients registered with a GP have a summary care record unless they have chosen not to have one. The information held in your summary care record gives registered and regulated healthcare professionals, away from your usual GP practice, access to information to provide you with safer care, reduce the risk of prescribing errors and improve your patient experience.

Your summary care record contains basic (core) information about allergies and medications and any reactions that you have had to medication in the past. Some patients, including many with long term health conditions, have previously agreed to have additional information shared as part of their summary care record. This additional information includes information about significant medical history (past and present), reasons for medications, care plan information and immunisations.

The Department of Health and Social Care has removed the requirement for a patient’s prior explicit consent to share additional information as part of the summary care record. If you have previously expressed a preference to only have core information shared in your summary care record, or to opt out completely from having a summary care record, these preferences will continue to be respected and this change will not apply to you. For everyone else, the summary care record will be updated to include the additional information.

You have a right to opt out of having a summary care record, and you can also opt back in to having a summary care record or opt back in to allow the sharing of additional information. You can exercise these rights by doing the following:

1. Choose to have a summary care record with all information shared. This means that any authorised, registered and regulated health and care professionals will be able to see a detailed summary care record, including core and additional information, if they need to provide you with direct care.

2. Choose to have a summary care record with core information only. This means that any authorised, registered and regulated health and care professionals will be able to see limited information about allergies and medications in your summary care record if they need to provide you with direct care.

3. Choose to opt-out of having a summary care record completely. This means that you do not want any information to be shared with other authorised, registered and regulated health and care professionals involved in your direct care. You will not be able to change this preference at the time if you require direct care away from your GP practice. This means that no authorised, registered or regulated health and care professionals will be able to see information held in your GP records if they need to provide you with direct care, including in an emergency.

To make these changes, you should inform the surgery or complete this [form](https://digital.nhs.uk/services/summary-care-records-scr/scr-patient-consent-preference-form) and return it to us.

**OPT OUTS**

You can choose to opt out of sharing your confidential patient information for research and planning purposes. There may still be times when your confidential patient information is used, for example during an epidemic where there might be a risk to you or to other people’s health. You can also still consent to take part in a specific research project.

Your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screening for bowel cancer. You do not need to do anything if you are happy with how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out by using one of the following:

• Online service (Your Data Matters) – Patients registering need to know their NHS number or their postcode as registered at their GP practice

• Telephone service 0300 303 5678 which is open Monday to Friday between 0900 and 1700

• NHS App – For use by patients aged 13 and over (95% of surgeries are now connected to the NHS App). The app can be downloaded from the App Store or Google Play

• ‘Print and post’ registration form, Manage Your Choice Form

Photocopies of proof of the applicant’s name (e.g., passport, UK driving licence etc.) and address (e.g., utility bill, payslip etc.) need to be sent with the application. It can take up to 14 days to process the form once it arrives at NHS, PO Box 884, Leeds, LS1 9TZ

• Getting a healthcare professional to assist patients in prison or other secure settings to register an opt out choice. For patients detained in such settings, guidance is available at NHS Digital and a proxy form is available to assist with registration.

**WHERE DO WE STORE YOUR INFORMATION ELECTRONICALLY**

All the personal data we process is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance, this information may be located on servers within the European Union.

No third parties have the right to access your personal data unless the law allows this and appropriate protections have been put in place. We have a data protection regime in place to oversee the appropriate and secure processing of your personal and or special category (sensitive, confidential) data.

This organisation uses a clinical system provided by a Data Processor called EMIS.

The data will always remain in the UK and will be fully encrypted both in transit and at rest. In doing this, there will be no change to the control of access to your data and the hosted service provider will not have any access to the decryption keys.

**WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO AND WHY**

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment. This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in proving better care to you and your family and future generations. However, as explained in this Privacy Notice, confidential information about your health and care is only used in this way where allowed by law and would never be used for any other purpose without your clear and explicit consent.

We may pass your personal information on to the following people or organisations, because these organisations may require your information to assist them in the provision of your direct healthcare needs. It, therefore, may be important for them to be able to access your information in order to ensure they may properly deliver their services to you:

* Hospital professionals (such as doctors, consultants, nurses, etc);
* Other GPs/Doctors;
* Pharmacists, dentists, opticians;
* Nurses and other healthcare professionals;
* Ambulance personnel;
* Any other person that is involved in providing services related to your general healthcare, including mental health professionals and community link workers commissioned by the Primary Care Network (see note N. below)

**OTHER PEOPLE WHO WE PROVIDE YOUR INFORMATION TO**

* Commissioners;
* Integrated Care Boards (Previous Clinical Commissioning Groups);
* Local authorities;
* Community health services;
* Voluntary Sector Services;
* Private Sector Providers;
* Social Care Services;
* Health and Social Care Information Centre (HSCIC);
* NHS Digital – NHS England has directed NHS Digital to collect and analyse data in connection with Physical Health Checks for people with Severe Mental Illness;
* Education Services;
* Fire and Rescue Services;
* Police and Judicial Services;
* For the purposes of complying with the law e.g. Police, Solicitors, Insurance Companies;
* Anyone you have given your consent to, to view or receive your record, or part of your record. **Please note, if you give another person or organisation consent to access your record we will need to contact you to verify your consent before we release that record. It is important that you are clear and understand how much and what aspects of, your record you give consent to be disclosed.**

**To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, please visit**:

<https://nhs.uk/your-nhs-data-matters>

* **Primary Care Network**
  + We are a member of the Whitby, Coast and Moors Primary Care Network (PCN).  This means we will be working closely with a number of other Practices and health and care organisations to provide healthcare services to you.  
      
    During the course of our work we may share your information with these Practices and health care organisations/professionals.  We will only share this information where it relates to your direct healthcare needs.   
      
    When we do this, we will always ensure that appropriate agreements are in place to protect your information and keep it safe and secure. This is also what the Law requires us to do.
  + If you would like to see the information the PCN holds about you please contact the Data Protection Officer at Sleights and Sandsend Medical Practice.
* **Enhanced Access –** we provide extended access services to our patients which means you can access medical services outside of our normal working hours. In order to provide you with this service, we have formal arrangements in place with the ICB and with other practices whereby certain key “**hub”** practices offer this service on our behalf for you as a patient to access outside of our opening hours. This means, those key “**hub”** practices will have to have access to your medical record to be able to offer you the service. Please note to ensure that those practices comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those purposes only.
* The key **Hub** practices are as follows:
  + Sleights and Sandsend Medical Practice
  + Whitby Group Practice
  + Esk Valley Medical Practice
  + Staithes Surgery
* **Data Extraction** **by Integrated Care Board (ICB) –** the ICB at times extracts medical information about you, but the information we pass to them via our computer systems **cannot identify you to them.** This information only refers to you by way of a code that only your practice can identify (it is pseudo-anonymised). This therefore protects you from anyone who may have access to this information at the Clinical Commissioning Group from **ever** identifying you as a result of seeing the medical information and we will **never** give them the information that would enable them to do this.
  + There are good reasons why the Clinical commissioning Group may require this pseudo-anonymised information, these are as follows:
* To monitor the provision of services
* To improve the quality of services
* To carry out audit and review outcomes of services
* **Medicines Management**
  + Your GP Practice supports a medicines management review service of medications prescribed to its patients. This service involves a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost-effective treatments. This service is provided by qualified and registered healthcare professionals from within the GP practice, our NHS Primary Care Network, NHS North Yorkshire Clinical Commissioning Group or by external partners approved by the GP practice. Patient identifiable information does not leave the practice system but is accessed to ensure only appropriate clinical recommendations or decisions are made for each patient. Each patient can opt out of (or back into) the practice using their data for anything other than specified purposes or where there is a lawful requirement to do so.
* **Third Party Processors**
  + In order to deliver the best possible service, the practice will share data (where required) with other NHS bodies such as other GP practices and hospitals. In addition, the practice will use carefully selected third party service providers. When we use a third-party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by third parties includes:
* Companies that provide IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and service accessible through the same); data hosting service providers; systems which facilitate appointment bookings or electronic prescription services; document management services etc.
* Delivery services (for example if we were to arrange for delivery of any medicines to you).
* Payment providers (if for example you were paying for a prescription or a service such as travel vaccinations).
* Medical document processing.
* **ACR project for patients with diabetes**
  + The data is being processed for the purpose of delivery of a programme, sponsored by NHS Digital, to monitor urine for indications of chronic kidney disease (CKD) which is recommended to be undertaken annually for patients at risk of chronic kidney disease e.g., patients living with diabetes. The programme enables patients to test their kidney function from home. We will share your contact details with Healthy.io to enable them to contact you and confirm that you wish them to send you a test kit. This will help identify patients at risk of kidney disease and help us agree any early interventions that can be put in place for the benefit of your care. Healthy.io will only use your data for the purposes of delivering their service to you. If you do not wish to receive a home test kit from Healthy.io we will continue to manage your care within the Practice. Healthy.io are required to hold data we send them in line with retention periods outlined in the Records Management code of Practice for Health and Social Care. Further information about this is available at: <https://bit.ly/3xpSq5q>.
* **GP Connect Services**
  + The GP Connect service allows authorised clinical staff at NHS 111 to seamlessly access our clinical system and book directly on behalf of a patient. This means that should you call NHS 111, and the clinician believes you need an appointment, the clinician will access available appointment slots only (through GP Connect) and book you in. This will save you time as you will not need to contact the organisation directly for an appointment.
  + The surgery will not be sharing any of your data and the organisation will only allow NHS 111 to see available appointment slots. It will not even have access to your record. However, NHS 111 will share any relevant data with us, but you will be made aware of this. This will help in knowing what treatment/service/help you may require.
  + Please note, if you no longer require the appointment or need to change the date and time for any reason, you will need to speak to one of our reception staff and not NHS 111.
* **NHS Health Checks**
  + NHS health checks are for people who are aged 40 to 74 who do not have a range of pre-existing conditions as detailed here. Any patient between these ages and without any pre-existing condition should receive a letter from this organisation inviting you for a free NHS Health Check every five years. Should you wish, you can also call this organisation to book a health check.
  + Nobody outside the healthcare team at [insert organisation name] will see confidential information about you during the invitation process.
* **Medical Examiner Checks**
  + Following the death of any patients, we are obliged to inform the Medical Examiner Service. Medical examiner offices now provide independent scrutiny of non-coronial deaths occurring in the community.
  + Medical examiner offices are led by medical examiners, senior doctors from a range of specialties including general practice, who provide independent scrutiny of deaths not taken at the outset for coroner investigation. They put the bereaved at the centre of processes after the death of a patient by giving families and next of kin an opportunity to ask questions and raise concerns. Medical examiners carry out a proportionate review of medical records and liaise with doctors completing the Medical Certificate of Cause of Death (MCCD).
  + The surgery will share any patient information with the service upon request.
* **Audit**
  + Auditing of clinical notes is done by [insert organisation name] as part of its commitment to the effective management of healthcare.
  + The Information Commissioner’s Office (ICO) provides detailed guidance in its Guide to GDPR, [What are the conditions for processing](https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/special-category-data/what-are-the-conditions-for-processing/#conditions8) and Article 9.2.h is applicable to the management of healthcare services and ‘permits processing necessary for the purposes of medical diagnosis, provision of healthcare and treatment, provision of social care and the management of healthcare systems or services or social care systems or services.’
  + No consent is required to audit clinical notes for this purpose.
  + Furthermore, compliance with Article 9.2.h requires that certain safeguards are met. The processing must be undertaken by or under the responsibility of a professional subject to the obligation of professional secrecy, or by another person who is subject to an obligation of secrecy.
  + Auditing clinical management is no different to a multi-disciplinary team meeting discussion whereby management is reviewed and agreed. It would be realistically impossible to require consent for every patient reviewed, which is unnecessary.
  + It is also prudent to audit under [Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 17: Good Governance](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-17-good-governance)
* **Safeguarding**
  + The surgery is committed to ensuring that the values and obligations of safeguarding adults and children are holistically, constantly and thoroughly applied to the wellbeing of all, at the centre of what we do.
  + Safeguarding information such as referrals to safeguarding teams is retained by the surgery when handling a safeguarding concern or incident. We may share information accordingly to ensure duty of care and investigation as required with other partners such as local authorities, the police or healthcare professionals.
  + Further details regarding specific third-party processors can be supplied on request.

**ANONYMISED INFORMATION**

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

**YOUR RIGHTS AS A PATIENT**

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

* Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please email the practice at [hnyicb-ny.sandsmp-admin@nhs.net](mailto:hnyicb-ny.sandsmp-admin@nhs.net) We will provide this information free of charge however, we may in some limited and exceptional circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

You have a right to privacy under the UK General Data Protection Regulation 2016 (UK GDPR) and the Data Protection Act. The organisation needs your personal, sensitive and confidential data in order to perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and 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 in compliance with Article 9 (h) of the GDPR.

* Online Access
  1. We offer all patients on-line access to their medical records on verification of ID. From November 2022 patients will be given automatic access to their future health information via the NHS App and other NHS approved applications.
  2. Please note that it is your responsibility to make sure that you keep your information safe and secure if you do not wish any third party to gain access.
* Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

* Removal

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

* Objection

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order to do this however, you have the right to request that your personal and healthcare information is not shared by the Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

* Transfer

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

**THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD**

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party’s rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

**HOW WE USE THE INFORMATION ABOUT YOU**

We use your personal and healthcare information in the following ways:

* when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare;
* when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

***We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.***

**LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION**

The Law says we need a **legal basis** to handle your personal and healthcare information.

**CONTRACT:** We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public. This includes protocols for sharing information relating to the safeguarding of adults, vulnerable adults and children.

**CONSENT:** Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

**NECESSARY CARE**: Providing you with the appropriate healthcare, where necessary. The Law refers to this as ‘protecting your vital interests’ where you may be in a position not to be able to consent.

**LAW:** Sometimes the Law obliges us to provide your information to an organisation (see above).

**SPECIAL CATEGORIES**

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

**PUBLIC INTEREST**: Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment;

**CONSENT**: When you have given us consent;

**VITAL INTEREST**: If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);

**DEFENDING A CLAIM**: If we need your information to defend a legal claim against us by you, or by another party;

**PROVIDING YOU WITH MEDICAL CARE**: Where we need your information to provide you with medical and healthcare services.

**HOW LONG WE KEEP YOUR PERSONAL INFORMATION**

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice.

**FAIR PROCESSING**

Personal data must be processed in a fair manner – the GDPR says that information should be treated as being obtained fairly if it is provided by a person who is legally authorised or required to provide it. Fair processing means that the organisation must be clear and open with people about how their information is used.

Sleights and Sandsend Medical Practice manages patient information in accordance with existing laws and with guidance from organisations that govern the provision of healthcare in England such as the Department of Health and Social Care (DHSC) and the General Medical Council (GMC).

NHS health records may be managed in several ways, which could be electronically, via paper or a mixture of both. A combination of working practices and technology are used to ensure that your information is kept confidential and secure.

**CHILDREN**

There is a separate Privacy Notice for patients under the age of 16, a copy of which may be obtained on request or you can find this on the practice website at [http://www.sleightsandsandsendmedicalpractice.nhs.uk](http://www.sleightsandsandsendmedicalpractice.nhs.uk/welcome-main,66861.htm).

**IF ENGLISH IS NOT YOUR FIRST LANGUAGE**

If English is not your first language you can request a translation of this Privacy Notice. Please contact the practice [Hynicb-ny.sandsmp-admin@nhs.net](mailto:HRWCCG.SandSMP-Admin@nhs.net).

**COMPLAINTS**

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our Data Protection Officer.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner’s Office: <https://ico.org.uk/>.

**OUR WEBSITE**

The only website this Privacy Notice applies to is the Surgery’s website. If you use a link to any other website from the Surgery’s website then you will need to read their respective Privacy Notice. We take no responsibility (legal or otherwise) for the content of other websites.

**COOKIES**

The Surgery’s website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy.

**SECURITY**

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

**TELEPHONE CALL RECORDING**

Telephone calls made to and from the Surgery may be recorded for training and monitoring purposes. We reserve the right to use recorded calls as evidence if we feel that it is appropriate, such as aggressive or abusive callers.

All telephone recordings are deleted after 3 months

**TEXT MESSAGING, EMAILS AND CONTACTING YOU**

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have your up-to-date details. This is to ensure we are sure we are actually contacting you and not another person. We encourage patients to ensure their phones and devices are only accessible by individuals with permission to view their personal sensitive information.

All patient related texts and emails will be recorded on your medical record and then deleted from our text service and email account.

Because we are obliged to protect any confidential information we hold about you, and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

As such, you must ensure that we have your correct contact details so that we can be satisfied that we are contacting you and not someone else.

**CCTV**

Closed circuit TV is installed at both Sleights and Sandsend Surgery premises. This is for the purposes of staff, patient and premises security. Cameras have been installed to cover the main entrance and accessible external perimeter of both sites, including the car park at Sleights. Footage is viewable from a monitor located in the reception areas and stored locally on the PC with controlled access for the required statutory period. The use of CCTV falls within the scope of the Data Protection Act.

**WHERE TO FIND OUR PRIVACY NOTICE**

You may find a copy of this Privacy Notice on our website, or a copy may be provided on request.

**CHANGES TO OUR PRIVACY NOTICE**

We regularly review and update our Privacy Notice. This Privacy Notice was last updated on

18th March 2024.