

How
**your health
information**
is used in
Southwark



What is your health information?



Health services collect and hold information about patients so that they can provide better health care and develop better health care services. For example this could be previous medication you have taken or when you had an operation.

Improving how we use information in Southwark

The local NHS in Southwark is developing new systems so that you can receive more joined up services. From July 2014 other local services including social care and health care providers will be able to see your medical record when you use these services through the Local Unified Care Record system. This system is being developed so that we can provide better joined up services. The services will have access to your whole medical record. They should ask your permission before opening your information. In an emergency situation where you may not be conscious or able to give consent they will open your information in order to give you the best care. You can ask your GP to hide information in your medical record that you would not want another service to be able to see. This will not be visible to other organisations when they open your record.

How do GPs use health information?



Your healthcare history

GPs and practice nurses collect and hold information that includes information about you, your health and the treatment and advice the doctor or nurse provide. Sometimes they record information about your home life and family if it is relevant to your health and healthcare management. Your GP practice also holds the information that is sent to them from other health services such as hospitals.

Staff working in the same practice

Within the practice, the staff work as a team and divide roles and responsibilities between them. This means it is likely members of the team, other than your doctor or nurse, may see your information in the course of their work. All of our staff are trained to handle your information properly and work according to the Data Protection Act.

Planning for future health needs

GP practices in Southwark are taking part in a new NHS service that helps your GP to spot whether you need more help to manage your health. The service is called "risk profiling". Risk profiling will allow your practice to search all of its patients' records to identify patients that would most benefit from particular care or treatment.

The information will be seen only by qualified health workers involved in your care. NHS security systems will protect your health information and patient confidentiality at all times. If you don't want your information being used in this way, or have any other concerns, please speak to your GP.



Your healthcare history



Other staff in the practice



How does your GP practice use your information?



Health research

National services



Other NHS organisations



NHS
Southwark
CCG

Patient referrals



How do GPs share information?



Your GP practice may use your information to help them to deliver more effective treatment to you, and to help them to provide you with proactive advice and guidance.

Patient referrals

With your agreement, your GP may refer you to other services and healthcare providers, or they may work with other services to provide your care in the practice. Other services and health care providers will normally tell your GP surgery about the treatment they provide you.

Other NHS organisations

Sometimes your practice shares information with other organisations that do not treat you, for example, the clinical commissioning group. Normally, it will not be possible to identify you from this information. In exceptional circumstances, for example when required by law, court order or if we have specific concerns, we may share information about you with other authorities.



How do GPs share information?

National services

There are some national services like the National Cancer Screening Programme that collect and keep information from across the NHS. This is how the NHS knows when to contact you about services like cervical, breast or bowel cancer screening. Often you have the right not to allow these organisations to have your information. Please ask your GP or other practice staff about this or go to the 'Do you know your rights' page.

You can find out more about how the NHS holds and shares your information for national programmes on the NHS Choices website: www.nhs.uk

Health research

Occasionally your GP practice works with researchers who would like to work with patients who could help them with their research. If your GP thinks you might be suited, they will write to you and ask if you would like to participate. Your practice will never pass on your details without your consent.

Do you know your rights?



When your doctor collects and keeps your information, they follow the principles and values set out in the NHS Constitution and they only use it for your benefit.

Can I see my health records?

You have the right to see information your GP practice holds about you. They may charge for this. Please ask them about this.

Can I choose who sees my information?

Your GP practice will record your preferences about how you would like them to use your information and with whom it can be shared. GP practices in Southwark are improving their systems so that all staff will be able to record your preferences at an appropriate time. We are developing a safe system to do this. Please bear with us as we make these improvements.

If I'm concerned about information sharing in the NHS who can I speak to?

If you would like more information about how your GP collects and holds your information, you can ask to speak to your practice's Caldicott Guardian's representative; this is the person who ensures that your practice looks after information according to the Data Protection Act.

Contact information

Your GP practice

Your GP practice is the first port of call for information about your health records. Telephone the reception desk at your local surgery.

Your practice's Caldicott Guardian

This is the person who ensures that your practice looks after information according to the Data Protection Act. Ask for them at reception.

NHS Southwark Clinical Commissioning Group (CCG)

The local CCG plans, monitors and commissions (pays for) most of the health services you will use as a Southwark resident.

Tel: 020 7525 0400

Email: souccg.southwark-ccg@nhs.net

Become better connected with your GP

GP practices would like to improve how they communicate with you. If you provide them with your home telephone number, mobile phone number or email address, they may call, text or email you.