



Privacy Notice

This privacy notice tells you what to expect when Acorn Medical Practice collects personal information. It applies to information we collect about:

- Patients registered at the Practice
- Staff employed at the Practice
- Job applicants

The Information We Hold About You

We hold your electronic and paper health (and where applicable social care) records. 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 (eg 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)
- Next of Kin/relationships

Why Do We And Other Organisations 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 include the assurance of safe and high quality of 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

We have set the following settings for all our patients whose detailed electronic health (and where applicable social care) records 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:

We will obtain your permission (explicit consent) 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:

- Care homes
- Child Health
- Community Hospitals
- Community Pharmacy



- Community services (e.g. physiotherapy, diabetic clinics, district nursing, rehabilitation centres)
- GP Practices
- NHS Hospitals
- NHS Mental Health services
- Offender Health (care providers within organisations such as prisons and custody suites)
- Palliative Care
- Referral triage centres (services determining which organisation should care for you)
- Social Care – registered and regulated professionals within social care organisations coordinating care (not social care providers) and
- Urgent care (e.g. A&E, minor injuries units MIU and Out of Hours services)

To find out more about these types of organisations please go to the following webpage <http://www.tpp-uk.com/products/systmone/modules> or talk to a member of the Practice team.

We work collaboratively with a variety of health (and social care) organisations (across the NHS). This means that once you are registered at those organisations and have consented to them having access to your medical records, those who have been given access will be able to view it and they will record that you have given consent. Should you require who these organisations are, please ask the reception team.

Organisations We Make Your Record Available To, Subject To You Providing Explicit Consent:

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 obtained explicit consent we make your electronic health (and where applicable social care) record available to organisations subject to you providing them with explicit consent if/when you attend for care.

Your Choice:

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.

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, SystemOne, which prevents us sharing your clinical record to any other organisation involved in your care. Please carefully consider the benefits of sharing your record before choosing this option.

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. However, if the consent override function is used, then consultations marked as private can be accessed by the other service/organisation performing the override.

If you would like to make an of the above changes, please contact the reception team who will need to make an appointment with the GP to discuss and change where appropriate.

People who Make A Complaint To Us:

When we receive a complaint direct to the Practice, we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

These are stored securely and only members of the team dealing with the complaint will have access to the information.

The general information contained in the complaint will be anonymised and discussed at the Practice Meetings so that any learning points can be shared with the whole team.

Sometimes, if the complainant does not feel that the Practice has dealt with the complaint appropriately, we will need to involve our medical defence providers, normally this is anonymised and only the general information about the complaint is discussed, unless they act on our behalf.

Sometimes, however, it may not be possible to handle a complaint on an anonymous basis.

Job Applicants:

Acorn Medical Practice is the data controller for the information you provide during the process unless otherwise stated. If you have any queries about the process or how we handle your information please contact the Practice.



All of the information you provide during the process will only be used for the purpose of progressing your application or to fulfil legal or regulatory requirements if necessary.

We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us.

We will use the contact details you provide to use to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.

If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurances as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

Proof of your identity – you will be asked to attend our office with original documents, we will take copies

Proof of your qualifications – you will be asked to attend our Practice with original documents, we will take copies

You will be asked to complete a criminal records declaration to declare any unspent convictions

We will provide your email address and complete a Basic/Enhanced Criminal Record Check via the Disclosure and Barring Services, which will verify your declaration of unspent convictions

We will contact your referees, using the details you provide in your application, directly to obtain references

We will also ask you to complete a questionnaire about your health. This is to establish your fitness to work. This is done through a data processor.

If we make a final offer, we will also ask you for the following:

Bank details – to process salary payments

Emergency contact details – so we know who to contact in case you have an emergency at work



If we make you a conditional offer, we will ask that you complete a questionnaire which will help to determine if you are fit to undertake the work that you have been offered, or advise us if any adjustments are needed to the work environment or systems so that you may work effectively.

If you are successful, the information you provide during the application process will be retained by use as part of your employee file for the duration of your employment plus 6 years following the end of your employment if necessary.