

BROOMHILL & LODGE MOOR SURGERIES

5 Lawson Road & 14 Blackbrook Road, Sheffield
(0114) 266 5344 (0114) 230 6777



What is a privacy notice?

Our privacy notice helps the doctor's at the surgery to tell you how we use information we have about you. This includes your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

Why do we need one?

We need a privacy notice so that we can advise you how we keep and uses information about you. This makes sure we meet the legal requirements which are written in a new document called the General Data Protection Regulation (or GDPR for short).

The new rules will start on the 25th May 2018

We have posters in our waiting room and leaflets available in reception. More information is also available on our websites, telling you how we use the information we have about you.

What information do we collect about you?

The practice only collects the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

How do we use your information?

Your information is taken to help us provide your care. But we might need to share this information with other medical teams, such as hospitals, if you need to be seen by a special doctor or sent for an X-ray. Your doctor's surgery may be asked to help with medical research.

We will always ask you, or your parents or guardians, if you agree to share your information.

What if you don't want to share your information?

Any of our patients can say that they don't want to share their information. If you're under 16 this is something which your parents or guardians will have to decide.

How do I access my records?

If you want to see what is written about you in your records, you have a right to access the information we hold about you

You will need to complete a Subject Access Request (SAR). Your parents or guardians will have to do this on your behalf if you're under 16.

But if you are over 12, you may be classed as being competent and you may be able to do this yourself.

What do I do if I have a question?

If you have any questions, ask a member of the surgery team or your parents or adults with parental responsibility. You can:

1. Contact the practice's data controller via email at SHECCG.broomhill@nhs.net
2. GP practices are data controllers for the data they hold about their patients
3. Write to the data controller at Broomhill & Lodge Moor Surgeries, 5 Lawson Road, Sheffield, S10 5UN
4. Ask to speak to the practice manager Helen or the deputy manager Karen

The Data Protection Officer (DPO) at Broomhill & Lodge Moor Surgeries is Dr Chris Parry.

What to do if you're not happy about how we manage your information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data-processing methods, you can complain. For more information, visit ico.org.uk and select 'Raising a concern'.

We always make sure the information we give you is up to date. Any updates will be published on our website, in our newsletter and leaflets, and on our posters. This policy will be reviewed on 25th May 2019