

How CSC (Community Specialist Clinics) uses your information to provide you with healthcare

CSC keeps medical records confidential and complies with the General Data Protection Regulation.

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that we can check and review the quality of the care we provide. This helps us to improve our services to you.

How we use your medical records - Important information for patients

- Community Specialist Clinics handles medical records in-line with laws on data protection and confidentiality.
- We share relevant information with those who are involved in providing you with care and treatment.
- In some circumstances we will also share medical records for medical research, for example to find out more about why people get ill.
- We share information when the law requires us to do so, for example, to prevent infectious diseases from spreading or to check the care being provided to you is safe.
- You have the right to be given a copy of your medical record/notes.
- You have the right to object to your medical records being shared with those who provide you with care.
- You have the right to object to your information being used for medical research and to plan health services.
- You have the right to have any mistakes corrected and to complain to the Information Commissioner's Office
- For more information ask at reception for a leaflet

Other important information about how your information is used to provide you with healthcare

Registering for NHS care

- All patients who receive NHS care are registered on a national database.
- This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive.
- The database is held by NHS Digital a national organisation which has legal responsibilities to collect NHS data.
- More information can be found at: <https://digital.nhs.uk/> phone number for general enquires 0300 303 5678

Safeguarding

- Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm.
- These circumstances are rare.
- We do not need your consent or agreement to do this.
- Local policies are available from our Managing Director. Please telephone 020 8430 7675 for more information

Care Quality Commission

The CQC requires health and social care services to ensure that safe care is provided

The law says that we must report certain serious events to the CQC, for example when patient safety has been put at risk

For more information about CQC : <http://cqc.org.uk/>

Medical Research

Community Specialist Clinics does use your medical records to carry out audit within the company to improve patient care and services

Should we decide to support any external medical research we would seek patient consent prior to sharing any information with external medical research organisations.

Public Health

The law requires us to share data for public health reasons, for example to prevent the spread of infectious diseases or other diseases which threaten the health of the population

We will report the relevant information to the local health protection teams or Public Health England

For more information about Public Health England and disease reporting see:

<https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>

We are required by law to provide you with the following information about how we handle your information.

Data Controller contact details	Community Specialist Clinics Ltd First Floor, Ching Way Medical Centre, 7 Ching Way, London E4 8YD Tel: 020 8430 7675
Data Protection Officer contact details	Dr A Khan Medical Director Tel: 020 8430 7675
Purpose of the processing	<ul style="list-style-type: none">• To give direct specialist health care to individual patients.• When a patient agrees to a referral for further treatment or procedure to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care.• To check and review the quality of care. This is called audit and clinical governance.

<p>Lawful basis for processing</p>	<p>These purposes are supported under the following sections of the GDPR:</p> <p><i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’; and</i></p> <p><i>Article 9(2)(h) ‘necessary 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...’</i></p> <p>Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.</p>
<p>Recipient or categories of recipients of the processed data</p>	<p>The data will be shared with:</p> <ul style="list-style-type: none"> • healthcare professionals and staff within Community Specialist Clinics Ltd • local hospitals; • diagnostic and treatment centres; • or other organisations involved in the provision of direct care to individual patients.
<p>Rights to object</p>	<ul style="list-style-type: none"> • You have the right to object to information being shared between those who are providing you with direct care. • This may affect the care you receive – please speak to the clinician treating you • You are not able to object to your name, address and other demographic information being sent to NHS Digital. • This is necessary if you wish to be registered to receive NHS care. • You are not able to object when information is legitimately shared for safeguarding reasons. • In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm.
<p>Right to access and correct</p>	<ul style="list-style-type: none"> • You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff and ask for our ‘subject access request’ policy. • We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain

	<p>your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.</p> <ul style="list-style-type: none"> •
Retention period	<p>Medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016</p>
Right to complain	<p>You have the right to complain to the Information Commissioner's Office. If you wish to complain follow this link https://ico.org.uk/global/contact-us/ or call the helpline 0303 123 1113</p>
Data we get from other organisations	<p>We receive information about your health from other organisations or your GP who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens.</p>