

SYSTEMONE FAIR PROCESSING NOTICE

Introduction

This document is to explain to you the types of personal data we hold about you and how we may use this information for the benefit of your health and wellbeing. The document advises you on how we allow your electronic health record to be made available to other organisations across a variety of healthcare settings. This is subject to your permission, via use of the computer system SystemOne. It informs you of your options should you wish to take further control of your SystemOne record. The information should be carefully considered and any concerns you have about the data we hold, and how we use it should be raised with us.

The information we hold about you

The personal data we hold about you

As your registered GP surgery we hold your electronic health record. This contains sensitive information about you, your health and 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 (e.g. 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)
- Relationships/Next of Kin

Why do we and other organisations need access to your personal data

Why do we 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 for 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 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 care providers that care for you (either currently or in the future) having access to your electronic health 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.

How we share your personal data (our Surgery default)

As your GP Surgery we have set the following surgery settings for all our registered patients whose detailed electronic health record 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

Organisations we make your record available to

We work collaboratively with a variety of health organisations across the NHS and therefore with your assumed consent we make your electronic patient record available to a select list of organisations using the clinical record computer system, SystemOne.

This means that once you are registered at those organisations their staff, who have been given the role of viewing your clinical records, will be able to view your record, once they have discussed this with you and recorded your consent.

These organisations are stated below:



N&W Allowed List
V6.xlsx

Your Choice

You may not agree with the health organisations we have chosen to have access to your access to your detailed electronic health record. You can therefore control this yourself. Your choice will override our settings. You have the following options:

- *No organisations require you to provide a security code*- You can give your permission to allow all NHS commissioned services and local authorities providing health and social care services, using the clinical record computer system, SystemOne, to access your record. This allows for any individual at these organisations (who have the appropriate access controls) to retrieve your electronic record, only after you are registered with them for care. These individuals should only legitimately access your record to provide you with care services and they should always request and gain your consent before doing so.
- *Dissent/Refusal of your permission*- You can refuse permission for your health record to become available to all NHS commissioned services and local authorities providing health and social care services, using the clinical 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, mentioned, before choosing this option.
- *All organisations require you to provide a security code* –You can require that all health and social care organisations must ask you for a PIN number on your first visit to that service. This allows you to verify/confirm that each individual organisation should have access to your record, as they are legitimately involved in your care. You will require access to either a mobile phone or email account, as a PIN will be sent to you. Alternatively, you will require access to SystemOnline to accept or reject a share request sent to your account by the organisation wishing to view your record. Please speak to a member of staff to request to be enabled for SystemOnline.
- *Custom lists* – You can put together your own personal lists for access, adding organisations to each of the 3 lists i.e. does not require a security code (allowed list), requires a security code (verification list) and cannot access (prohibited list). The functionality for each list will act as described above, but it is you who will determine the level of access, which applies to them.
- *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 function is used, then consultations marked as private can be accessed by the other service/organisation performing the override.

When deciding which option to choose it is important to consider that your detailed record allows for an overall picture of your health and wellbeing to be assessed. This in turn helps health and social care professionals diagnose and prescribe appropriate courses of treatment for you. This ensures that the most safe and efficient care is provided. It will prevent you from having 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 or ineffective treatment.

You can make the above changes at any time by contacting a member of the reception team or by logging onto your SystemOnline account.

Please see the SystemOnline eDSM functional guide for patients which can be accessed on our website www.orchardsurgerydereham.co.uk

Available Audits

Audits are useful for your understanding about the types of organisation and individuals who are viewing your record. They allow you to raise any concerns about potential illegitimate or unnecessary access of your personal data with the relevant person or organisation. The ability to audit record access is a significant benefit of electronic records over paper records as it allows for a visible trail to be available to you in the following ways:

- *Alerts* – You can opt to receive an alert via SMS or email every time an individual at any health and social care organisation attempts to record your consent to view your record. This means that you can be confident that the appropriate people are viewing your record and you can raise concerns with any organisation where you feel this is not the case.
- *SystemOnline Record Audit* – You can view which organisations have accessed your electronic health record within SystemOnline. Ability to access this audit in SystemOnline is controlled by your GP. Any concerns about access can be raised with the relevant organisation. Please see the SystemOnline eDSM functional guide for patients which can be accessed on our website www.orchardsurgerydereham.co.uk
- *Record Sharing list* – You can ask us for a copy of the list of all health and social care organisations currently caring for you and whether they have recorded your consent or dissent to view your record. If you disagree with the consent options recorded then you should contact those organisations and ask them to amend the setting.

