

## **How we use your personal information – fair processing and privacy notice**

The extended access to primary care service (“the EAPC service”) will ensure that, by 2020, everyone in Bradford has access to routine primary care services, including during the evening and at weekends. The EAPC service is not available on bank holidays.

[NHS Bradford City](#) and [NHS Bradford Districts](#) Clinical Commissioning Groups commission the EAPC service, which is provided by GPs and other primary care staff (“healthcare staff”) and voluntary and community sector services (“the VCS”) staff. All EAPC service staff work on behalf of [Bradford Care Alliance](#).

The healthcare staff that provide care for you at the EAPC service will include GPs, physiotherapists. VCS services will also be available at, or in conjunction with, the EAPC service. In future, nurses, pharmacists and healthcare assistants will also provide their services.

### **This fair processing notice explains why the EAPC service collects information about you and how that information may be used.**

The healthcare and VCS staff who provide your care will maintain records about your health and any treatment or care you have received.

These records help us to provide the best possible healthcare for you. Provided that you have given your consent at the time your appointment is booked, the GPs and clinical staff who treat you will have access to your clinical records. VCS services will not have access to your clinical records.

Information recorded by the EAPC service will be electronic. However, in some cases it may also be on paper, or a mixture of both. We use a combination of working practices and approved technology to ensure that your information remains confidential and secure. Information stored by the EAPC service may include:

- details about you, such as your address, legal representative, emergency contact details and next of kin
- any contact the EAPC service has had with you – for example appointments, clinic visits, telephone discussions, etc
- notes and reports about your health sent from external services, such as hospitals
- details about your treatment and care
- results of investigations such as laboratory tests, x-rays, etc

- relevant information from other health professionals, relatives or those who care for you.

This information is used to facilitate the care you receive. It may also be used for internal clinical and statistical audits to help us maintain high quality of care.

### **How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- [Data Protection Act 1998](#)
- [General Data Protection Regulations- effective May 2018](#)
- [Human Rights Act 1998](#)
- [Common Law Duty of Confidentiality](#)
- [Health and Social Care Act 2012](#)
- [NHS Codes of Confidentiality and Information Security](#)
- [To Share or Not to Share: The Information Governance Review](#)

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it, or if you explicitly consent for us to do so. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. in life or death situations) or in situations where the law requires information to be passed on.

### **Who are our partner organisations?**

We may also have to share your information - subject to strict agreements on how it is used - with the following organisations;

- NHS trusts/foundation trusts
- GPs
- Independent contractors such as dentists, opticians, pharmacists
- Private sector providers
- Voluntary sector providers
- Ambulance trusts
- Clinical commissioning groups
- Social care services
- NHS Digital
- Local authorities
- Education services
- Fire and rescue services
- Police and judicial services
- Other 'data processors' which you will be informed of

**When seeking your consent, we will tell you with whom your data will be shared and you can withdraw your consent at any point.**

We also use external companies to process and store personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

**Access to personal information**

You have a right under the Data Protection Act 1998 to request access to view or to obtain copies of what information the service holds about you and to have it amended should it be inaccurate. To request this, you need to do the following:

- Your request must be made in writing to the EAPC service – for information from other services you should contact us directly to [contactus@bradfordcarealliance.org](mailto:contactus@bradfordcarealliance.org)
- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 40 days
- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of the information you are requesting) so that your identity can be verified and your records located
- You may be asked to provide proof of identity.

**Your right to withdraw consent**

Prior to being seen in EAPC service you will be asked for your consent to share information between your registered GP practice and the EAPC service.

You have the right to withdraw this consent at any time. You can withdraw your consent to information sharing by contacting us directly, however it should be noted that the information previously shared cannot be recalled.

The email address is [contactus@bradfordcarealliance.org](mailto:contactus@bradfordcarealliance.org)

**Change of Details**

It is important that you tell the person treating you if any of your details - such as your name or address - have changed, or if any of your details such as date of birth are incorrect, for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.