

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this is something which your parents or adults with parental responsibility will have to decide.

They can get more information from a member

How do I access my records?

of staff at the surgery, who can also explain what this means to you.

If you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). If you are under 16, your parents or adults with parental responsibility will do this on your behalf.

What do I do if I have a question?

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

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 who is the data controllers for the data they hold about

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

their patients.

2. Write to the data controller at Glebe Park Surgery, 17 Montaigne Crescent, Lincoln, LN2 4QN
3. Ask to speak to our Practice Manager Debbie Brennan.

The Data Protection Officer (DPO) for Glebe Park Surgery is: Dr Robert Jackson-Lawrence.

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

Glebe Park Surgery
17 Montaigne Crescent
Lincoln

T: 01522 530633
W: www.glebeoparkurgery.co.uk

Privacy

Information

What is a privacy notice?

How do you know about our privacy notice?

also have information about privacy on our website, telling you how we use the information we have about you.

How do we keep your information private?

Why do we need one?

We need a privacy notice to make sure it meets the legal requirements which are written in a new document called the General Data Protection Regulation (or GDPR for short).

The GDPR is a new document that helps us keep the information about you secure. It's new and will be introduced on the 25th May 2018, making sure that your doctor, nurse and any other staff at the practice follow the rules and keep your information safe.

We only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians (if under 16), 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.

What is GDPR?

May 2018

A privacy notice helps us tell you how we use information we hold about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

How do we use your information?

At our surgery, we have posters and information in our waiting room and leaflets (like this one) to give to our patients and we

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 specialist doctor or sent for an X-ray.

We may be asked to help with medical research; but we will always ask you, if it's okay to share your information.

We know that it is very important to protect the information we have about you.

We make sure we follow the rules that are written in the GDPR and other important rule books.

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it!

What information do we collect about you?

What if I have a long-term medical condition?