

Berryfields Medical Centre

Access to Care Records

Introduction. Berryfields Medical Centre (the Practice) is under a legal duty to comply with 'individual's rights' requests under the Data Protection Legislation, in relation to personal information that it holds. It is a legal requirement that all requests for personal information held by the Practice are handled in accordance with data protection legislation.

Any personal data in relation to an individual, no matter what format, where or how it is stored by the Practice falls into the scope of information that can be requested by individuals (i.e. data subjects) under the 'Individuals Right's contained within the Data Protection Legislation.

Individual Rights. More details of your Individual Rights with regard to data and making a data request can be requested from the Practice Manager.

Making a Data Request. You can initially identify a request for information verbally or in writing however we will require the request to be formalized in writing. If you are enquiring about someone else or making comments on behalf of someone else we will require written consent from the individual concerned unless you hold a power of attorney for health. It is the responsibility of all Practice staff to help process requests under the individual rights set out in data protection legislation as soon as it is received by the Practice. All requests must be reviewed, without delay to see if the request can and should be complied with. However the Practice will take up to 28 days to fully process any data request.

Sharing Data. Whilst you are being cared for at Berryfields Medical Centre we will share your records with other care professionals to help improve your care. We will only share those records necessary to help with your care. NHS England will conduct research and planning using your data from time to time to improve the care the NHS delivers. If you wish to know more please see further information [here](#) or contact the Practice Manager.

Practice Privacy Notice. Please see the Practice privacy notice at: <https://www.buckinghamshireccg.nhs.uk/primary-care-privacy-notice/> . At times our Practice is inspected by the Quality Care Commission and they may access records to conduct that inspection – they will do this in line with their Privacy Notice which can be found at <https://www.cqc.org.uk/about-us/our-policies/privacy-statement> .

Online Services and Access to Information operated by the Practice.

Berryfields Medical Centre operate the following online services to help you access our services more efficiently. We use 2 primary applications – Patient Access and Ask NHS to provide online access.

Online Access or Service	Requirement	What we offer or do	Data Safety
Referral Management	We will make referrals to other health providers in line with your care needs.	We will make requests for other care services on your behalf. In addition you maybe requested to process a referral once we have issued a code.	All practices will include the NHS Number as the primary identifier in all NHS clinical correspondence issued by the practice. You will be asked to sign for any documents we pass to you. We will

			communicate with other care providers using secure data transfer
Electronic Appointment Booking	Practices are required to promote and offer the facility for all patients, who wish to, to book, view, amend, cancel and print appointments online.	<p>We currently offer the facility for booking and cancelling appointments on-line.</p> <p>We use the Ask NHS application to assess your symptoms and offer on the day urgent telephone appointments.</p> <p>We use Patient Access application to offer selected face to face appointments.</p> <p>Please visit www.berryfieldsmedicalcentre.co.uk to register for on line services or come into the practice.</p>	Your access to online applications are password protected.
Online Booking of Repeat Prescriptions	Practices are required to promote and offer the facility for all patients, who wish to, to order online, view and print a list of their repeat prescriptions for necessary drugs, medicines or appliances.	<p>We currently offer the facility for ordering repeat prescriptions on-line using the Patient Access application.</p> <p>We strongly promote the electronic delivery of prescriptions to your nominated Pharmacy. This reduces the times you need to come into the Practice and makes our service more efficient.</p> <p>We will require a clinical review of your repeat prescription after a nominated period and this may involve a telephone or face to face consultation with a clinician.</p>	<p>Your access to online applications are password protected.</p> <p>You will be required to provide photographic ID when collecting prescriptions from the Surgery.</p> <p>You will be asked to nominate a Pharmacy.</p>
Summary Care Record	<p>Practices are required to enable successful automated uploads of any changes to a patient's summary information, at least on a daily basis to the Summary Care record.</p> <p>Your summary care record will be accessed by other health providers when referred to manage your</p>	<p>Having your Summary Care Record available will help anyone treating you without your full medical record. They will have access to information about any medication you may be taking and any drugs that you have a recorded allergy or sensitivity to.</p> <p><u>Berryfields Medical Centre</u> is already live with SCR.</p> <p>If you do not want your medical records to be available in this way you should read the information at https://www.nhs.uk/your-nhs-data-matters/ and contact the Practice Manager. You can do this via the 'opt out form' or on our website at www.berryfieldsmedicalcentre.co.uk</p>	<p>All information will be anonymised so there is no direct patient details.</p> <p>All searches will be conducted using agreed NHS Data Protection protocols.</p>

	direct care needs and researchers to improve health outcomes.		
GP2GP transfers	There is a requirement for GP Practices to utilise the GP2GP facility for the transfer of patient records between practices, when a patient registers or de-registers.	It is very important that you are registered with a doctor at all times. If you leave your GP and register with a new GP, your medical records will be removed from your previous doctor and forwarded on to your new GP via NHS England. With GP to GP record a transfer, your electronic record is transferred to your new practice is within 24hrs. Please visit http://systems.hscic.gov.uk/gp2gp for more information	Encrypted Electronic Transfer of electronic records. Secure transfer of all paper records to PHSE.
Patient Access to Records	Practices are required to promote and offer the facility for patients to view online, export or print any summary of information from their records relating to medications, allergies, adverse reactions, Test Results and Secondary Care Consultations.	We provide online access via the Patient Access application. <i>Patient online access web site - https://patient.emisaccess.co.uk</i> <i>User information page & how to guides http://patient.uservice.com/knowledgebase</i> You can request a summary of your care records.	Application is password protected. You will be required to provide photographic ID when collecting documents. You will require proof of consent if applying for access to someone else's record.
Enable Patient Feedback		To give feedback about the online services you can: <ul style="list-style-type: none"> • use the practice website to send an e-mail • leave comments with the receptionist • Write a letter to the practice (include practice address) • www.nhs.uk • www.iwantgreatcare.org 	
Call Recording	For safety and training purposes we record all calls made into and out of the Practice	All calls are automatically recorded and held on a secure cloud based site. We will only access recorded calls should we need to, to answer a complaint, review the advice given or to conduct further training.	Protected secure cloud based site. Access restricted for Manager and Clinicians. Records are retained of 1 year
CCTV	We use CCTV for security and protection.	We have installed CCTV cameras around the building in line with recommended procedures to ensure	Access to the footage is restricted to senior

		the site is protected.	management team and will only be accessed to review a situation. Police authorities may ask us to access the footage in-line with any investigation on presentation of a formal request.
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