



PRIVACY POLICY

Why we collect your data and how we use it.

Glastonbury Surgery

2026/27

Why we collect information about you

Patient records are used to ensure we can provide you with the best possible care. This information helps us to make the best decisions about your care and helps us to provide you with proactive advice and guidance. Important information is also collected to help us to remind you about specific treatments which you might need, such as health checks, immunisations for children and reminders for screening appointments. We work with other NHS services to co-ordinate and provide these facilities and treatments.

Information held about you may also be used to help us to improve our NHS services and are also used within the GP practice to help us monitor the quality of the service provided (this is known as 'clinical audit').

What data do we collect and receive about you?

Records are stored digitally and on paper. Your record includes personal details such as your name, date of birth, address, carers, legal representatives, emergency contact details, as well as:

- Any appointments, visits, emergency appointments
- Notes and reports about your health
- Details about your diagnosis, treatment and care
- Details about any medication you are taking
- Results of investigations such as laboratory tests, x-rays
- Relevant information from health care professionals, relatives and/or carers

We also receive information from other organisations that are caring for you. This is stored in your medical record, including letters and test results.

How we use your information: To provide care

Prescriptions and medicines

Where you have agreed we share information on your prescriptions to relevant pharmacies. We work with the local Medicines Management team of NHS Somerset Integrated Care Board (ICB) to help get the best out of medicines for patients and ensure effectiveness in managing conditions. This generally uses anonymous data, but occasionally they will assist in reviews of medication for patients with complex needs. Doctors may also seek advice and guidance on prescribing queries

Test requests and results

Where we undertake tests on you, such as blood tests, we will send the sample and details of the tests we are requesting to the most appropriate pathology laboratory. The data shared with

the laboratory will include your NHS number, name, the type of test requested and any health information relevant to the test and to produce the result or report. We receive the test results back from the laboratory in a digital format and these will be stored in your electronic patient record (EPR).

Extended services and out of hours

We work closely with 'out of hours' providers including NHS 111 to ensure that if you need care from a doctor outside of normal hours, they have access to your electronic patient record when needed to be able to give you the best possible care. This may be delivered in a variety of ways e.g. by phone or via video consultation as appropriate.

Primary Care Networks

Primary Care Networks (PCN) are a key part of the NHS Long Term Plan designed to enable neighbouring GP practices to work more closely together to further opportunities for sharing services, supporting improved access and delivery of patient care.

Your information may be shared with services operating at PCN level, for example, where a referral is made to a new specialist clinic for patients of all practices within the PCN.

Patient referrals

With your agreement, your health care professional may refer you to other services not provided by the practice, or they may work with other services to provide your care in the practice.

Information will be shared, for the most part digitally, using shared record systems, emails, and in some situations by letter.

Once you have been seen, the care agency will tell us about the treatment they have provided for you and any support which your GP needs to provide. This information is then included in your electronic patient record. Referrals can be made to a variety of different services, such as smoking cessation services, social prescribers, voluntary services and other health and care agencies, as appropriate, for your care.

Hospitals, Community or Social Care Services

Sometimes the staff caring for you need to share some of your information with others who are also supporting you. This could include hospital or community-based specialists, nurses, health visitors, therapists or social care services. Information will be shared to organisations where you receive care, both locally and further afield, if you need specialist or emergency care in another area.

National Services (including screening programmes)

There are some national services like the National Cancer Screening Programmes that collect and keep information from across the NHS. This is how the NHS knows when to contact you about services like cervical, breast or bowel cancer screening.

Data may also be shared on anyone who contracts a 'communicable disease', such as measles, in order to manage public health and safety.

You can find out more about how the NHS holds and shares your information for national programmes on the NHS Screening Website. Please visit: [NHS Screening Website](#)

Shared computer systems

Health and Social care services have developed and continue to develop systems to share data efficiently and effectively. It is important for anyone treating you to be able to access your shared record so that they have all the information they need to care for you. In urgent situations

such as attending A&E, calling 111 or going to an Out of hours appointment. It is more efficient for staff to access a shared record than to try to contact other staff by phone or email.

Only authorised staff can access the systems and the information they see is carefully checked so that it relates to their role. Systems do not share all your data, just data which is necessary for your care.

Clinical Digital Tools

We use a range of digital tools to support improved patient care and experience. These digital tools may relate to very specific conditions and the use of them supports diagnosis, clinical decision making, prescribing and management of a condition.

Often, these digital tools are developed and managed by third parties who are contracted by the NHS for the provision of this very specific work to ensure best patient care. Your information may be shared with or processed by these organisations only where it is relevant to your care.

We also use a range of digital tools to support patient experience and administrative functions at the practice. Their purpose is to manage and automate very specific functions, such as (but not limited to), patient registration, patient on-line booking etc.

Transcribe Technology using Artificial Intelligence (AI)

Clinicians may ask for your consent to use a transcription technology powered by Artificial Intelligence before your consultation takes place. You do not have to agree to the technology being used during your consultation. The primary benefit of using transcribe technology is to capture the consultation in real time, allowing the clinician to focus providing healthcare and not typing up notes.

The technology being used for transcription will never store the audio recording during clinical encounters (patient-clinician conversations); the audio stream is processed in real-time and immediately discarded. The clinician retains overall responsibility for the data that is entered into your clinical record. The transcript is reviewed for accuracy by the clinician before being added to your healthcare record. The transcript saved by the clinician may also be used to complete referral templates and letters to professionals involved in your care.

Safeguarding of children or vulnerable adults

If we have significant concerns or hear about an individual child or vulnerable adult being at risk of harm, we may share relevant information with other organisations, such as local authorities and the Police, involved in ensuring their safety.

For purposes related to Early Help and Supporting Families, we will share some of your data with Somerset Council and it is Trusted Partners. This is done via Transform, a secure database managed by Somerset Council. For more information about the data sharing, the legal basis for sharing your data and your rights see <https://www.somerset.gov.uk/finance-performance-and-legal/privacy-notices/>

Identifying health risks

Systems known as 'risk stratification tools' are used to help determine a person's risk of suffering particular conditions and enable us to focus on preventing ill health before it develops. Information in these systems comes from several sources, such as hospitals and the practice. This can help us identify and offer you additional services to improve your health.

Population Health Management

Health and care services work together as 'Integrated Care Systems (ICS)' and share data for the following reasons:

- Understanding the health and care needs of the care system's population, including health inequalities
- Provide support to where it will have the most impact
- Identify early actions to keep people well, not only focusing on people in direct contact with services but, looking to join up care across different partners.

NHS England has been directed by the government to establish and operate the OpenSAFELY COVID-19 Service and the OpenSAFELY Data Analytics Service. These services provide a secure environment that supports research, clinical audit, service evaluation and health surveillance for COVID-19 and other purposes.

Each GP practice remains the controller of its own GP patient data but is required to let approved users run queries on pseudonymised patient data. This means identifiers are removed and replaced with a pseudonym.

Only approved users are allowed to run these queries, and they will not be able to access information that directly or indirectly identifies individuals.

Patients who do not wish for their data to be used as part of this process can register [type 1 opt out](#) with their GP.

[Find additional information about OpenSAFELY.](#)

Multi-disciplinary team meetings

For some long-term conditions, such as asthma, the practice participates in meetings with staff from other agencies involved in providing care, to help plan the best way to provide care to patients with complex or long-term conditions.

How we use your information: beyond providing your care

The information collected about you when you use our services may be shared with other recognised healthcare organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning new services
- public health screening
- assisting the Care Quality Commission with any investigations
- investigating fraud

Wherever possible data used for these purposes is anonymised so that you cannot be identified. If information cannot be completely anonymous, then this may only take place when the law allows the information to be used. All these uses help to provide better health and care for you, your family and future generations.

Research: Clinical Practice Research Datalink (CPRD)

The surgery shares data with the national Clinical Practice Research Datalink (CPRD), it is the Medicines and Healthcare products Regulatory Agency's (MHRA) real world data research service supporting retrospective and prospective public health and clinical studies.

CPRD receives pseudonymised, clinically-coded, patient-level primary care data from the clinical system. The system provides data to CPRD on behalf of GP practices across the UK that

use those systems, and who have signed up to contribute data to CPRD. This data covers patients of all ages, including children aged below 16.

No information that can directly identify you is sent to CPRD (e.g. your name or NHS number). In addition, CPRD does not collect:

- Your residential address or full postcode, or other contact details
- Freehand clinical notes including, for example, letters sent by your GP to you, consultants or other healthcare professionals, or medical questionnaires you may have completed during your direct care.

The full privacy notice and information about CPRD can be found online: [Privacy Notice for Patients | CPRD](#).

You have the right to opt-out of data sharing with CPRD. Please speak to the surgery if you wish to do so.

Statutory disclosures

Sometimes we are duty bound by laws to disclose information to organisations such as the Care Quality Commission (CQC), the Driver and Vehicle Licencing Agency (DLVA), the General Medical Council (GMC), Her Majesty's Revenue and Customs and Counter Fraud services. In these circumstances we will always try to inform you before we are required to disclose, and we only disclose the minimum information that the law requires us to do so.

Objecting to the use of data for purposes beyond your care

The NHS Constitution states, 'You have a right to request that your personal and confidential information is not used beyond your own care and treatment and to have your objections considered'. For further information please visit: [The NHS Constitution Website](#)

Patients can make or change a choice relating to their personal Data by phoning the NHS Digital Contact Centre on 0300 303 5678 – Monday to Friday, 9am – 5pm (excluding bank holidays)

National data opt-out

The national data opt-out enables patients to opt-out from the use of their personal confidential data for research or planning purposes. To find out more or to register to opt out, please visit: [NHS Your Data Matters Website](#)

If you have any concerns about use of your data not covered by the National Data opt out, please contact the practice to discuss.

How long do we hold patient information?

Records are kept for the lifetime of the patient. If you move to a new practice, your record will be transferred. If the practice you have left needs to access your record, for example to deal with a historic complaint, they will let you know. When information has been identified for destruction or deletion it will be disposed of using approved confidential disposal procedures.

Data will be retained in line with the law and national guidance. See further in the national retention guidance or speak to the surgery <https://transform.england.nhs.uk/information-governance/guidance/records-management-code/>.

Your rights:

Data Protection laws give you a number of rights, including access to your data, correction, erasure, objection and restriction of use of your data. [Data Subject rights](#). Details on how to request access to your data are set out below. If you have any concerns about the accuracy and use of your records, please contact us.

Right of Access to your information (Subject Access Request)

You have the right to have a copy of the information we hold about you. There are some safeguards regarding what you will have access to, and you may find information has been removed for the following reasons.

- Where your doctor has decided that some information may cause significant harm to you or someone else
- Where the information is about someone else (third party) and is confidential to them

You can make a request by asking at reception or writing (including email) to the practice. We may ask you to complete a form so that we have a record of your request. You will need to provide proof of identity.

If you would like to access your GP record online, please visit our surgery website: [GLASTONBURY SURGERY](#) which details information on patient access. Alternatively, we encourage patients to sign up for access to the NHS app, the website can be accessed using this link: [NHS app](#).

Lawful basis for processing:

The use of personal data for providing care is supported under the following Article 6 and 9 conditions of the GDPR:

- 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
- 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...’

Change of Details

It is important that you tell us as soon as you can if any of your details such as your name or address, email address or mobile number have changed. This is to make sure no information about you is sent to an old address.

Mobile telephone number

If you provide us with your mobile phone number, we may use this to send you text reminders about your appointments or other health screening information. Please let us know if you do not wish to receive text reminders on your mobile.

Email address

Where you have provided us with your email address, we will use this to send you information relating to your health and the services we provide. If you do not wish to receive communications by email, please let us know.

Data Protection Officer

Should you have any questions or concerns about your data, please contact our Data Protection Officer Kevin Caldwell via the following:

Email: somicb.GPDPO@nhs.net

Telephone: 01935 384000

Data Controller

Dr Alastair Corfield
Glastonbury Surgery
Feversham Lane
Glastonbury
BA6 9LP
Tel: 01458 833666

Right to complain

If you have concerns or are unhappy about any of our services, please contact us on Tel 01458 833666 or use the Practice Complaints page on the practice website. [Complaints and compliments](#)

For independent advice about data protection, privacy and data-sharing issues, you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 0303 123 1113 Visit the ICO Website: [Information Commissioners Office Website](#)

Any changes to this notice will be published on our website and in a prominent area at the Practice.