

## **BHASC Information and Data Policy**

This information is available on both our website ([www.basinghandclinic.co.uk](http://www.basinghandclinic.co.uk)) and in written communication prior to your first appointment.

### **Medical Records and data Storage**

As medical practitioners we keep - and are obliged to keep for a minimum of 8 years - medical health records. Your medical records are accurate, contemporaneous records of care received under BHASC. This is in accordance with the General Medical Council's Good Medical Practice. In providing care, we must keep clear, accurate, and legible records which report the relevant clinical findings, the decisions made, the information given to patients, any drugs or other treatment prescribed and who is making the record and when.

The data in the records can include:

- treatments received or ongoing
- information about allergies
- your medicines
- any reactions to medications in the past
- any known long-term conditions, such as diabetes or asthma
- medical test results such as blood tests, allergy tests and other screenings
- any clinically relevant lifestyle information, such as smoking, alcohol or weight
- personal data, such as your age, name and address
- consultation notes, which your doctor takes during an appointment
- hospital admission records, including the reason you were admitted to hospital
- hospital discharge records, which will include the results of treatment and whether any follow-up appointments or care which may be required
- X-rays, photographs and other investigations such as MRI scans or CT scans

The records will also include your personal details, contact details the patient has shared with us, and their General Practitioners details.

BHASC have a written contract with DGL Practice Manager. This is an external professional organisation which acts as a data processor for the day to day management of BHASC in order for us to efficiently collate and store electronic medical records, correspondence, and process invoices and receipts. Our account with them is private and access requires multi-factor authentication. All information is held on secure servers with any communication via encrypted email. This service also allows effective management of data requests and audit. It is integral to the performance and running of the practice and allows us to continue to offer provision of our medical service in adherence to the GMC guidelines of Good Medical Practice.

We do not share any records or details other than in communication with other medical professionals as part of that individuals treatment. For patients who are under the age of 16 years old, all communication will be via their parents or guardian.

**Basing Hand & Shoulder Clinic is registered with the Information Commissioners Office.**

### **Access to personal information**

You have a legal right to apply for access to your medical records. You do not need to give a reason. Should you wish to do so, an appropriate request can be made by submission of a Subject

Access Request Form. This will be responded to by 21 days and met by 40 days. This is in line with NHS guidelines.

### **Change of details**

It is important that you inform us of any change in your details such as your name or address. Any personal data we hold which is incorrect or outdated - for example contact details - will be updated at the patients request though it is your responsibility to inform us of any changes.

We are obliged to keep medical health records for a minimum of 8 years. After this time both the electronic and paper records will be securely destroyed. As we have an obligation to keep the records for at least this period, we are unable to comply with individual requests for destruction of records prior to this time.

### **Your right to restrict data processing**

We do not share data with any third party other than as already described. We do not routinely process information otherwise.

As medical professionals, we are regularly engaged in medical research. As such, certain anonymised data (for example outcome scores, range of movement and other clinical parameters) may be used in research projects. This information is not traceable or identifiable to individuals. Should we be actively recruiting patients into any research trials, this will be done on a purely individual and transparent basis with individual consent sought at the time.

### **Your right to object to data processing**

All patients have a right to object to any processing of their information. This is published on the website and in written communication with the patient prior to their first appointment.

### **Data Protection Policy**

BHASC holds an appropriate data protection policy. We monitor and model our data protection policies on those used by the NHS and comply with GDPR guidelines. All our staff have formal training in data protection awareness and information governance.

BHASC is a responsible organisation which is aware of the sensitive nature of the information and data it holds on record itself or with its data processing partner (DGL Practice Manager). BHASC endeavours to be proactive in its responsibility in handling this data and thereby effectively manages and mitigates any risk.

### **Objections/Complaints**

Should you have any concerns how your information is managed at BHASC, please contact us via Dianne Cole as Practice Manger ([info@Basinghandclinic.co.uk](mailto:info@Basinghandclinic.co.uk)). If you are still unhappy you can complain to the information commissioners Office (ICO) via there website ([www.ico.co.uk](http://www.ico.co.uk)).

