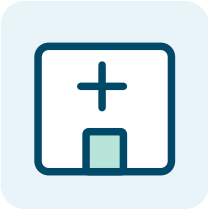
Your information at the surgery



This is our Easy Read privacy notice. It explains how Castle Donington Surgery uses information about you.



We use your information to look after your health. For example, it helps us give you the right treatment.



Castle Donington Surgery is responsible for keeping your information safe and using it properly.



Ask reception if you need help with this guide, a different format or the full privacy notice. Call **01332 856 050**.

What we know about you



We keep your name, address, phone number and email address. We may also keep details of your carer or emergency contact.



Your health record includes appointments, notes about your health, medicines and test results. We may get information from people who care for you, such as hospital staff.



We may record your ethnic background or gender. We may record your religion if it helps with your care.



We may contact you by phone, voicemail, text, letter or email. Tell us if any of these ways are hard or unsafe for you. Tell us if your details change.

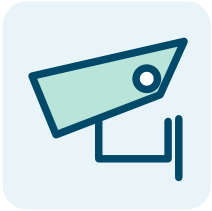
How we keep information safe



We keep records on computers, on paper, or both. Staff must keep your information private. We use security checks and rules to protect your records.



We follow NHS rules about how long to keep records. Sometimes we must keep information even if you take back your permission to use it.



We use security cameras, called CCTV, to help keep people safe. We do not use them where we examine or treat patients. Ask the Practice Manager about camera recordings.



The law lets us use information to give NHS care and run NHS services. We also use it to check how well we are caring for patients.

Sharing information for your care



We may share information with people who help look after you. This can include hospitals, other GP surgeries, pharmacies and social care teams.



Local GP surgeries work together to care for you. Another surgery may need to see your record if you have an evening or weekend appointment there.



A pharmacist may look at your record to help check your medicines. The East Midlands Ambulance Service may look at it when caring for you.



Ask us what we share and who can see it. Tell us if you are worried or want to limit sharing. We will explain your choices.

When we ask and when we share



We ask before sharing when we need your permission. For example, we ask before using your details to request NHS funding for special treatment for you.



We may make some information available to other care teams. Staff using those shared systems should usually ask you before looking at your record.



Sometimes we must share information without asking. A court may order us to share it. The law can also require us to report a new birth or an illness such as measles.



Sometimes we may share information to protect someone from serious harm or abuse. We may also share it to help prevent or investigate a serious crime.

Using Heidi to help write notes



During an appointment, your clinician may ask to use a computer tool called **Heidi**. It listens to what you say and helps write notes.



Your clinician checks the notes before adding them to your health record.



Your clinician will explain Heidi and ask if you agree before using it. You can say no. You can also ask them to stop at any time.



You will still get the same care if you say no.

Research and planning services



The NHS uses information to plan services and learn how to improve care. Where possible, information can be used in a way that does not identify you.



The surgery asks your permission before sharing information that identifies you for research it invites you to join. One example in our full notice is a study called **GENVASC**.



You can choose to stop some uses of information that can identify you for research and planning. This is called the **National Data Opt-Out**. It does not change the care you get.



You can make or change your choice at any time. Call **0300 303 5678** or go to nhs.uk/your-nhs-data-matters.

Other ways information is used



We may use information from your GP and hospital records to see if you might need extra care. This is called **risk stratification**. Ask the surgery if you want to opt out.



OpenSAFELY helps approved people study health and care. It replaces details like names with codes. Approved users run checks without seeing who you are.



If you do not want your GP data used by OpenSAFELY, ask us about a **Type 1 opt-out**. This is a choice you make with your GP surgery.



We may ask to contact you about useful services or invite you to take part in research. If you agree to these messages, you can tell us to stop.

Seeing or changing your record



You can ask to see or get a copy of the information we hold about you. This is called a **subject access request**. Ask reception for help.



We usually reply within **1 month**. A copy is usually free. If you want hospital records, ask the hospital. They may ask for details to check who you are.



You can ask us to correct a mistake. In some cases, you can also ask us to stop using or delete information, or to send it to another organisation.



If you gave us permission to use your information for something, you can change your mind. Ask us what this means for you. We help move your record if you change GP surgery.

Questions or complaints



If you are worried about how we use your information, ask for the **Practice Manager**. Call **01332 856 050** or speak to reception.



You can also contact **Umar Sabat**, our Data Protection Officer. He helps make sure we use information properly. Email umar.sabat@ig-health.co.uk.



If you are still unhappy, you can complain to the **Information Commissioner's Office** (ICO). Call **0303 123 1113** or visit ico.org.uk/make-a-complaint.



We may update our privacy notice. Ask reception for the latest full version.