



## THE HOVE PRACTICE

40 WILBURY ROAD, HOVE, BN3 3JP, UK | 01273 733 830  
THEHOVEPRACTICE.CO.UK

# General Data Protection Regulation (GDPR) Legislation May 2018

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<b>Approved By</b>	Dr Simon Glew (SG)
<b>Creation Date</b>	08-03-2020
<b>Review Date</b>	17-11-2021 (SG)
<b>Review Next Due</b>	Upon notification of change to relevant legislation or relevant change to the business

The Hove Practice is registered with the ICO (Information Commissioner Office) and our reference number is: ZA677300

As your registered GP Practice, The Hove Practice is the data controller for your information and is responsible for looking after your record while you are a registered patient. Your personal information is protected under GDPR legislation, as of May 2018. You trust us with your information, and we take your privacy seriously. We keep your details (basic details such as name, address, as well as physical and psychological health details) in medical records, accessed by our doctors and staff, in order to provide you with high quality medical care. We undertake to maintain these accurately with each visit and store them securely. Our staff are trained to understand their legal and professional obligations to protect your information and will only look at your information if they need to. We use a cloud-based computer system to store and process medical records, called Meddbase; this is fully GDPR and safety compliant. Data is stored safely on UK servers and encrypted in transit. Any paper files are safely stored in a locked cupboard inside the practice. You have the right to access your medical records and correct any inaccuracies, free of charge.



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## WHAT INFORMATION WE WILL HOLD ABOUT YOU:

1. Personal Data (name, address, carers, biological gender, gender identity, ethnic origin, date of birth, legal representatives and emergency contact details)
2. Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
3. Notes about your health, treatment and care
4. Investigation results (pathology tests, imaging reports, cardiac reports)
5. Relevant information from other health professionals, relatives or those who care for you.

## SHARING YOUR DETAILS:

In conforming with our duty as a general practitioner, information is processed to provide direct health or social care to individual patients. When a patient agrees to a referral for direct care, such as to a hospital or a consultant, relevant information about you will be shared with the other healthcare organisations and staff to enable them to give appropriate advice, investigations, treatment and/or other care. This will include providing details of prescription information to pharmacists and providing your personal data to The Doctor's Laboratory (The Halo Building, 1 Mabledon Place, London, WC1H 9AX, UK) to perform any pathology tests that you require.

You must consent to the above upon registering.

Anything you discuss with your doctor is confidential, and will not be shared outside the Practice, apart from the following circumstances:



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1. Referrals: When referring you to a specialist or other service, we will share your details with your consent, with that Consultant, Practitioner or Provider.

2. Insurance Reports: We can provide you with medical reports for insurance or other purposes, but will ask for your consent prior to releasing your information to that third party.

3. Doctor-Patient Confidentiality Agreement: Trust is paramount. We will always ask for your consent prior to discussing any aspect of your care. We recognise that families are often vital support networks, and value working together once written consent has been obtained. In rare circumstances, if you are in immediate danger, the doctor may deem it necessary to disclose limited information to clinicians, authorities or immediate family members, in your best interest.

4. Communication with you: We will not disclose any information over the phone or email, unless we can be certain of your identity. We use Meddbase's Patient Portal, which is encrypted and password protected, to communicate any reports or letters with you. You will receive an email to inform you of any updates which you can then securely access. You will be asked upon registering which methods you agree to be contacted by, whether is be SMS, Email or Post. If you would like to receive paper copies of your documents to your UK address, please let reception staff know. We will not share your data outside of these circumstances, unless ordered to by law in case of public health issues, or by court order, or where there are serious risks to life or health.

### UPDATING YOUR DETAILS:

It is important that you tell The Hove Practice or any other medical professional who is treating you, if any personal details, such as your name, address, phone number, email address etc. have changed or are incorrect. You have a responsibility to inform us of any changes so that your records are accurate and up to date.



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## REQUESTING A COPY OF YOUR DATA:

You have the right under GDPR to request a copy of the information the practice holds about you. You must request this information in writing. We can provide access via the Patient Portal or email. Please allow 10 working days for us to provide this information to you.

## POLICIES:

**Cancellation policy:** Cancellation within 48 hours of the appointment, or non-attendance, will be charged at 50% of the full consultation fee. Cancellation within 2 hours of the appointment, or non-attendance, is charged the full consultation fee.

Consultation fees may vary from what is listed, and are non-refundable, as we charge for our time as well as any administration and correspondence following your appointment.

**Refund Policy:** Full refunds are provided when cancelling over 48 hours in advance of the booked appointment.

**Payment Policy:** A payment of 100% of the consultation fee is required as a deposit to secure your appointment upon booking.

## INSURANCE:

We do not deal directly with insurance companies. We require full payment from you on the day of your appointment. However, we are happy to provide any reasonable and necessary information in order for you to enter a claim to your insurance provider.