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Oak Street Medical Practice and Your Information

Oak Street Medical Practice takes your privacy very seriously. We are registered with the Information Commissioner's Office as a Data Controller and our registration number is Z6627998.

If you have any questions or wish to make a request in relation to your information, please contact us at;

Oak Street Medical Practice
Oak Street, Norwich, NR3 3DL

Emma Cooper - Data Protection Officer
Unit F1 Albert House, 82 Queens Road, Brighton, BN1 3XE
info@kafico.co.uk

Oak Street Medical Practice aims to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your 'health care record' and may be stored in paper form or on computer and electronic systems and may include **Personal Data**;

- basic details about you, such as address, date of birth, NHS number, and next of kin

as well as **Sensitive Personal Data**;

- contact we have had with you, such as clinical visits
- notes and reports about your health
- details and records about your treatment and care
- results of x-rays, laboratory tests etc.

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Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

What do we do with your information?

- Refer you to other healthcare providers when you need other service or tests
- Share samples with laboratories for testing (like blood samples)
- Share test results with hospitals or community services (like blood test results)
- Allow out of hours or extended hours GPs to look at your health record when you are going to an appointment
- Send prescriptions to a pharmacy
- Text patients in relation to healthcare services
- Samples are provided to the courier for delivery to pathology
- Share reports with the coroner
- Receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital
- Produce medical reports on request from third parties such as the DVLA or your employer
- Movement of Patient records to Primary Care Support England

See Appendix A to see a list of the partners that we usually share with.

What else do we do with your information?

Along with activities related directly to your care, we also use information in ways which allow us to check that care is safe and provide data for the improvement and planning of services.

- Quality / payment / performance reports are provided to service commissioners
- As part of clinical research – information that identifies you will be removed, unless you have consented to being identified
- Undertaking clinical audits within the practice
- Supporting staff training

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- Incident and complaint management

Telephone Recording

This practice records the calls coming into and going out of the practice.

It has been installed solely for training and monitoring purposes.

Recordings are retained for 28 days to 3 months and stored on the hard drives of the recording devices that are situated in secure areas and only the practice managers and those delivering technical support services will have access to the system.

Sharing when Required by Law

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults, reporting infectious diseases or where required by court order.

Care Quality Commission Access to Health Records

CQC has powers under the Health and Social Care Act 2008 to access and use your health information where it is necessary to carry out their functions as a regulator.

This means that inspectors may ask to look at certain records to decide whether we are providing safe, good quality care.

More information about the CQC can be obtained on their website

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Information Access and Rights

Data protection law provides you with a number of rights that the practice is committed to supporting you with;

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Right to Access

You have the right to obtain:

confirmation that your information is being used, stored or shared by the practice

a copy of information held about you

We will respond to your request within one month of receipt or will tell you when it might take longer.

We are required to validate your identity including the identity of someone making a request on your behalf

Right to Object or Withdrawn Consent

We mainly use, store and share your information because we are permitted in order to deliver your healthcare but you do have a right to object to us doing this.

Where we are using, storing and sharing your information based on explicit consent you have provided, you have a right to withdraw that consent at any time.

Our Data Protection Officer will be happy to speak with you about any concerns you have.

Right to Correction

If information about you is incorrect, you are entitled to request that we correct it

There may be occasions, where we are required by law to maintain the original information – our Data Protection Officer will talk to you about this and you may request that the information is not used during this time

We will respond to your request within one month of receipt or will tell you when it might take longer.

Complaints

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the link below for more information.

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For more detailed information on your rights visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Case Finding

Sometimes your information will be used to identify whether you need particular support from us.

Those involved in your care might look at particular 'indicators' (such as particular conditions) and contact you or take action for healthcare purposes. For example, this might be to prevent you from having to visit accident and emergency by supporting you in your own home or in the community.

We will use automated technology to help us to identify people that might require support but ultimately, the decision about how or whether to provide extra support you is made by those involved in your care.

Our Data Protection Officer will be happy to speak to you about this if you have concerns or objections.

Partnerships / Federations

Our practice uses SystemOne to support us to deliver some of our services such as providing appointments when our practice is closed or for community-based services.

Here is some more information about who they are and what they do:
<https://www.tpp-uk.com/products/systemone>

Information Technology

The practice will use third parties to provide services that involve your information such as;

- Removal and destruction of confidential waste
- Provision of clinical systems
- Provision of connectivity and servers
- Digital dictation services

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Data analytics or warehousing (these allow us to make decisions about care or see how effectively the practice is run – personal data will never be sold or made available to organisations not related to your care delivery)

We have contracts in place with these third parties that prevent them from using it in any other way that instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

How do we Protect your Information?

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this;

Staff receive annual training about protecting and using personal data

Policies are in place for staff to follow and are regularly reviewed

We check that only the minimum amount of data is shared or accessed

We use 'smartcards' to access systems, this helps to ensure that the right people are accessing data – people with a 'need to know'

We use encrypted emails and storage which would make it difficult for someone to 'intercept' your information

We report and manage incidents to make sure we learn from them and improve

We put in place contracts that require providers and suppliers to protect your data as well

We do not send your data outside of the EEA

How Long Do We Keep Your Information?

In line with the Department of Health Code, we will retain / store your health record for your lifetime. When a patient dies, we will review the record and generally it will be destroyed 10 years later, unless there is a reason to keep it for longer.

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If you move away or register with another practice, we will send your records to the new practice.

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Appendix A – Oak Street Medical Practice Routine Sharing Partners

Provider	Website
Referrals / Test Results / Discharge Notices	
Ipswich Hospital	http://www.wsh.nhs.uk/Home.aspx
Queen Elizabeth Hospital	www.qehkl.nhs.uk/
North Cambridgeshire Hospital	www.cambscommunityservices.nhs.uk/
Addenbrookes Hospital.	https://www.cuh.nhs.uk/addenbrookes-hospital
Papworth Hospital	www.royalpapworth.nhs.uk/
Norwich Community Hospital	norfolkcommunityhealthandcare.nhs.uk/
James Paget Hospital	jpaget.nhs.uk/
Hellesdon Hospital	nsft.nhs.uk/
Guy's & St Thomas	https://www.guysandstthomas.nhs.uk/Home.aspx

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Moorfield Eye Hospital	moorfields.nhs.uk/
Royal Orthopaedic Hospital	rnoh.nhs.uk/
Great Ormond Street	www.gosh.nhs.uk/
West Suffolk Hospital	http://www.ipswichhospital.nhs.uk/
Norfolk and Norwich Hospital.	http://www.nnuh.nhs.uk/
Thetford Healthy Living Centre	thetfordhlc.org.uk/
Norfolk & Suffolk ME/CFS	ecch.org/ourservices
Norfolk Community Eating Disorder Service	cpft.nhs.uk/
Southgates Medical Centre	southgates.org.uk
Nuffield Hospitals	nuffieldhealth.com/
Global Diagnostics	globaldiagnostics.co.uk
Spire Norwich Hospital	spirehealthcare.com/
BMI The Sandringham Hospital	bmihealthcare.co.uk/

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Fakenham Weight Management	fakenham-medical-practice.nhs.uk/
Macmillan	https://www.macmillan.org.uk/fundraising/inyourarea/england/suffolk/suffolk.aspx
Gayton Road Health Centre	vidahealthcare.nhs.uk/
Priscilla Bacon Lodge	priscillabaconhospice.org
Tapping House	norfolkhospice.org.uk
Swaffham & Litcham Home Hospice	swaffhamandlitchamhomehospice.co.uk
Social Services	norfolk.gov.uk/care-support-and-health/
Slimming World	slimmingworld.co.uk
Norfolk Community Health & Care	http://www.norfolkcommunityhealthandcare.nhs.uk/
Norfolk & Suffolk Mental Health Trust	http://www.nsft.nhs.uk/Pages/Home.aspx
Gender Identity Clinic	https://gic.nhs.uk/
Bourn Hall Clinic	https://www.bournhall.co.uk/
British Red Cross	https://www.redcross.org.uk/

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Smoke Free Norfolk	http://www.smokefreenorfolk.nhs.uk/
I Cash	https://www.icash.nhs.uk/where-to-go/oak-street
Point 1	https://point-1.org.uk/
ICC	http://www.northnorfolkccg.nhs.uk/integrated-Norfolk
Norfolk County Council Services	https://www.norfolk.gov.uk/care-support-and-health/contact-our-social-care-team
Ascenti Physio	https://www.ascenti.co.uk/
Wellbeing	https://www.wellbeingnands.co.uk/
Combat Stress	https://www.combatstress.org.uk/
Norfolk and Suffolk Foundation Trust	http://www.nsft.nhs.uk/Our-services/Pages/Great-Yarmouth-and-Waveney-Adult-Services.aspx
Colman Hospital	http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/colman-hospital
Admiral Nurse Service	https://www.dementiauk.org/get-support/admiral-nursing/?gclid=EAlalQobChMIw83kxuaO2glVBRUYCh2tWwBtEAAYASAAEgLWufD_BwE
Norfolk Recovery Partnership	http://www.norfolkrecoverypartnership.org.uk/Pages/default.aspx
East Coast Community Healthcare	https://www.ecch.org/

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Ormiston Families	https://www.ormiston.org/
Swaffham Community Hospital	http://www.norfolkcommunityhealthandcare.nhs.uk/Swaffham-community-hospital/
Leeway Domestic Violence and Abuse Services	https://www.leewaysupport.org/
Kelling Hospital	http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/kelling-hospital/
British Pregnancy Advisory Service	https://www.bpas.org/
Walking With The Wounded	https://walkingwiththewounded.org.uk/?gclid=EAlaIqobChMI5-u9Jlmp2gIVFc-yCh0GNAQHEAAYASAAEgIQTvD_BwE
East Anglian DriveAbility	http://www.eastangliandriveability.org.uk/
Fakenham Sports & Fitness Centre	https://www.placesforpeopleleisure.org/centres/fakenham-sports-and-fitness-centre/
Together for Mental Wellbeing	http://www.together-uk.org/
Heritage House Day Care	http://www.heritagehousewells.org.uk/
Mary Chapman House	https://www.nhs.uk/Services/clinics/Services/Service/DefaultView.aspx?id=300239
Cambridgeshire and Peterborough Foundation Trust	http://www.cpft.nhs.uk/
Cromer Hospital	http://www.nnuh.nhs.uk/our-services/our-hospitals/cromer-and-district-hospital/

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Anglia Community Eye Service	http://www.aces-eyeclinic.co.uk/
Julian Hospital	https://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=2994
Northamptonshire Healthcare NHS Trust	https://www.nhft.nhs.uk/gender-identity-clinic
The Nottingham Centre for Transgender Health	https://www.nottinghamshirehealthcare.nhs.uk/nottingham-centre-for-transgender-health
Tavistock and Portman NHS Trust	https://tavistockandportman.nhs.uk/
CareUK	www.careuk.com/care-homes/our-care-homes/our.../improving-services-in-suffolk
Macmillan	https://www.macmillan.org.uk/fundraising/inyourarea/england/suffolk/suffolk.aspx
Express Diagnostics (24hr ECGS)	www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/
The Pathology Partnership	https://www.healthwatchesuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip...
St Nicholas Endoscopy Unit	stjamesmp.co.uk/services/st-nicholas-endoscopy-unit/
Bartram Wheelchair Service	bartrams.net/wheelchair-services-contracts/
Norfolk & Suffolk ME/CFS	ecch.org/ourservices
St Georges Medical Centre	stgeorges-littleport-co.uk/

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Change Grow Live	changeandgrowlive.org
St James Clinic	norfolkcommunityhealthandcare.nhs.uk/
Lynnsport	aliveleisure.com/
Dereham Leisure Centre	www.leisurecentre.com/dereham
Elena Fox Physiotherapy	foxphysiotherapy.co.uk
Allied Physios.	http://ahpsuffolk.co.uk/
Gender Identity Clinic London	https://gic.nhs.uk/
Diana Redman	http://www.holistic-care.com/practitioners/diana-redman
Asperger Service Norfolk	http://www.asperger.org.uk/
Care Navigator	http://www.westnorfolkccg.nhs.uk/news/care-navigators-aim-help-patients-stay-safe-and-well-home
Family Action	https://www.family-action.org.uk/worried/in-your-area/
111	https://www.nhs.uk/NHSEngland/AboutNHSservices/.../Pages/NHS-111.aspx
East of England Ambulance Trust	https://www.eastamb.nhs.uk/

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IC24	www.ic24.org.uk/
Healthy Child Program	https://www.norfolk.gov.uk/education-and-learning/.../the-healthy-child-programme
EACH	https://www.each.org.uk/
Telederm	http://www.telederm.uk.com/
Heron	http://www.heron.nhs.uk/
Broadland House Care Home	http://www.broadlandhouse.com/
Old Vicarage Care Home	https://www.ashleycaregroup.com/
Hickling House Care Home	http://www.norfolkcarehome.co.uk/
Sydney House Care Home	http://www.victoriacareservices.co.uk/
Ingham Old Hall Care Home	http://www.inghamoldhall.co.uk/
Elizabeth Fitzroy Home	https://www.fitzroy.org/
Leaf Care	http://www.leafcareservices.co.uk/
RMS	http://www.northnorfolkccg.nhs.uk/referral-management-service

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Home Oxygen Service	http://www.bochealthcare.co.uk/en/index.html
Victory Leisure Centre	https://www.placesforpeopleleisure.org/centres/victory-swim-and-fitness-centre/
Splash Sheringham	https://www.placesforpeopleleisure.org/centres/splash-leisure-and-fitness-centre/
RCGP (extraction)	http://www.rcgp.org.uk/
Fitzwilliam Hospital	https://www.fitzwilliamhospital.co.uk/
Homerton University Hospital	www.homerton.nhs.uk
Indigo Dyslexic Centre	www.4dyslexics.com
Hull Royal Infirmary	https://www.hey.nhs.uk
Leeds General Infirmary	www.leedsth.nhs.uk
Moss & Leahey	www.mossandleahey.com
Indigo Dyslexic Centre	www.4dyslexics.com
Chatterton House	nsft.nhs.uk/
Chet Valley Medical Practice	http://www.loddondoctorssurgery.co.uk/

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Early Help Hub	https://www.south-norfolk.gov.uk/residents/south-norfolk-help-hub
Avanti Physiotherapy	https://avantiphysio.com.au/
Northgate Hospital, Great Yarmouth (East Coast Community Healthcare CIC)	http://www.ecch.org/
Victory Swim & Fitness Centre, North Walsham	https://www.placesforpeopleleisure.org/centres/victory-swim-and-fitness-centre
West Norfolk Deaf Association	www.wnda.org.uk/
KL Chiropractic Clinic	http://www.lynnchiropractic.co.uk/
Priory Clinic	http://www.priorygroup.com/
Low Visual Aids Clinic	https://www.fakenham-medical-practice.nhs.uk/outreach-services
Yaxley House Care Home	https://www.kingsleyhealthcare.co.uk/care-homes/suffolk/eye/yaxleyhouse/
Point 1, Great Yarmouth	https://point-1.org.uk/
Marie Stopes	https://www.mariestopes.org.uk/
Outside Clinic	http://outsideclinic.co.uk/
Spectacles at Home	http://www.spectaclesathome.co.uk/

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Crossways Residential Home	https://www.carehome.co.uk/carehome.cfm/searchazref/10001510CROZ
Kingsgate Residential Home	http://kingsgaterh.co.uk/
South Street Residential Home	https://www.carehome.co.uk/carehome.cfm/searchazref/10001510MERA
St Davids Nursing Home	http://st-davids.com/
Suncourt Nursing Home	https://www.carehome.co.uk/carehome.cfm/searchazref/20001510SUNA
Cranmer House, Fakenham	https://www.carehome.co.uk/carehome.cfm/searchazref/10001510CRAB
Glendon House, Overstrand	https://www.carehome.co.uk/carehome.cfm/searchazref/10001510GLEA
Child and Adolescent Eating Disorder	https://helpfinder.beateatingdisorders.org.uk/central-norfolk-child-&-adolescent-eating-disorders-service-(cen-caeds)
Hoof (Home Oxygen)	
Swift Service	https://www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help/how-to-get-urgent-help
Siskin Centre (Dental)	http://www.norfolkcommunityhealthandcare.nhs.uk/
Norfolk Footcare	http://www.norfolkfootcare.co.uk/
ITP	http://ahpsuffolk.co.uk/

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Norfolk Family Solutions	https://csapps.norfolk.gov.uk/csshared/ecourier2/getfile.asp?id=6505
Princess of Wales Hospital	www.cambscommunityservices.nhs.uk/contact-find.../princess-of-wales-hospital-ely
OneNorwich	http://www.onenorwich.nhs.uk/
Halsey House, Cromer	https://www.carehome.co.uk/carehome.cfm/searchazref/20001510HALC
Pineheath ward, Kelling	http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/kelling-hospital
MECS (Minor Eye Conditions Service)	http://www.norfolkwaveneypoc.org.uk/patient-information/minor-eye-conditions-service/
Macmillan, Norfolk	https://www.macmillan.org.uk/
Calais Hospital	http://www.calais-cotedopale.co.uk/calais-hospital
Electronic Prescribing Services	
Various pharmacies across Norfolk and Waveney - see https://psnc.org.uk/dispensing-supply/eps/	
Coroner Reports	
Ipswich Coroners	https://www.suffolk.gov.uk/births-deaths-and-ceremonies/the-coroner-service/
Norfolk Coroners	https://www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/the-coroner

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Commissioner / Safety / Quality Reports	
North Norfolk CCG	https://www.norfolkccg.nhs.uk/
West Suffolk CCG	https://www.westsuffolkccg.nhs.uk/
West Norfolk CCG	www.westnorfolkccg.nhs.uk/
NHS Great Yarmouth & Waveney CCG	https://www.westsuffolkccg.nhs.uk/
Iceni Healthcare Ltd	http://www.icenihealthcare.co.uk/
NHS England	https://www.england.nhs.uk/
Norfolk County Council	https://www.norfolk.gov.uk/
Ipswich and East Suffolk CCG	www.ipswichandestsuffolkccg.nhs.uk/AboutUs.aspx
ACE	www.acecic.co.uk/
East Anglian Diabetic Eye Screening	www.eadesp.co.uk/
Public Health	https://www.suffolk.gov.uk/adult-social-care-and-health/public-health/
NRLS	https://report.nrls.nhs.uk/GP_eForm

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Anglia Health Protection Team (infectious diseases)	https://www.gov.uk/guidance/contacts-phe-health-protection-teams
Police / Government	
Suffolk Constabulary	https://www.suffolk.police.uk/
Norfolk Constabulary	https://www.norfolk.police.uk/
DVLA	https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency
Department for Work and Pensions	https://www.gov.uk/government/organisations/department-for-work-pensions
NHS Pensions	https://www.nhsbsa.nhs.uk/nhs-pensions
NEST	https://www.nestpensions.org.uk/schemeweb/NestWeb/faces/public/.../loginPage.xhtml
DNA Testing	
Cellmark	www.Cellmark.co.uk
DNALegal (DNA Testing)	https://www.dnalegal.com/
Research	
University of Cambridge	http://www.phpc.cam.ac.uk/

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NHS National Institute for Health Research	https://id.crncc.nihr.ac.uk
Individual Funding Requests / Medicines Management	
Norfolk Medicines Support	www.norfolk.gov.uk/norfolk-county-council/support
North Norfolk CCG	www.northnorfolkccg.nhs.uk/individual-funding-requests

Provider	Website
Confidential Waste	
Avena	https://www.avenaconfidential.co.uk/
Restore	https://www.restore.co.uk/Datashred
Shred Station	https://www.shredstation.co.uk/
Shred-It	https://www.shredit.co.uk/en-gb/home
Onsite Shredding	NA

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Citrus	http://www.citrussecurityshredding.co.uk
Bolton Brothers	www.boltonbros.co.uk/
BIFFA	https://www.biffa.co.uk/
PHS	https://www.phs.co.uk/about-us/our-brands/wastemanagement
Couriers / Delivery	
ISS pathology Couriers	www.issdistribution.co.uk/
North East Essex, Suffolk Pathology Services	https://neesps.info/our-services/
The Pathology Partnership	https://www.cuh.nhs.uk/news/pathology/pathology-services-partnership-goes-live
ERS Medical	ersmedical.co.uk/
City Sprint	https://www.citysprint.co.uk/
Capita	https://www.capita.com/

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Multi-Functional Devices	
Norfolk Copiers Ltd	www.norfolk-copiers.co.uk/
Copy IT	http://www.copyitdigital.co.uk/
TeleComms	
APR Telecomms / Tollring	https://www.aprtelecoms.co.uk/
Convergence telephone	https://www.convergencecomms.com/
NCS Limited	https://www.ncs-ltd.com/
Premier Voice	https://www.premierchoicegroup.com/
Healthcare Software	
CareFusion Spirometry Software	NA
dispensIT	NA

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Cardioperfect BP Software	NA
Cardionetics ECG Software	NA
INR Star / LumiraDx Care Solution	NA
Health Intelligence	https://health-intelligence.com/
Child Health Provide	https://www.provide.org.uk/
Eclipse Solutions (Safety Reports)	www.eclipsegroup.co.uk/
MJOG	https://www.mjog.com/
Website Hosting / Mailing	
WebAdore	https://www.webadore.co.uk/
Docmail	www.docmail.co.uk/

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NHS Choices	https://www.nhs.uk/
Mysurgery Website	www.mysurgerywebsite.co.uk/
Healthcare Hardware	
Numed	https://www.numed.co.uk/
Northwest Ostomy Supplies	www.nhs.uk/service-search/pharmacies/profile/55422
CCTV	
Dragon Security	https://dragonsecurity.co.uk/
STC Solutions	http://www.stcsolutions.co.uk/
IT Service Provider	
Dionysys Ltd	NA

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ECS computers	https://www.ecscomputers.co.uk/
NELCCG	www.nelcsu.nhs.uk/
Digital Dictation	
Lexacom 3	https://www.lexacom.co.uk/our-products/lexacom-3/
Crescendo	http://www.crescendosystems.co.uk/
Olympus dictations software	https://www.olympus.co.uk/site/en/a/audio_software/index.html
Digital Redaction / Scanning	
iGPR	www.igpr.co.uk/
ScanAll pro	NA
Scan & Collate	www.scanandcollate.co.uk/

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Payroll / Finance	
PayeDoc	www.gppayroll.org.uk/
Fairways	https://www.fairwaytraining.com/
IRIS accounting software	https://www.iris.co.uk/
MB	http://www.marciabowers.co.uk/
Sage	https://www.sage.com/en-gb/
Larkin Gowen Accountants	https://www.larking-gowen.co.uk/
Xero	https://www.xero.com/uk/
Associations / Groups / Providers	
National Pharmacy Association	https://www.npa.co.uk/

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AGEM - Medicines Optimisation	https://www.ardengemcsu.nhs.uk/
Medical Defence Union	https://www.themdu.com/
Provision of Clinical System	
EMIS Web	https://www.emishealth.com/products/emis-web
System One (TPP)	https://www.tpp-uk.com/