

## **Your medical records and Alexander House Surgery**

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact the surgery's Practice Manager:

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### Confidentiality and Alexander House Surgery

- [Your right to see your health records](#)
- [The Summary Care Record](#)
- [The Hampshire Health Record](#)
- [Remote Consultations](#)
- [Secondary uses of your medical records  
\(including the National Data Opt Out\)](#)
- [Secure online access to your GP medical record](#)
- [Sharing information from your GP record](#)

# Confidentiality

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about a visit to the surgery, but we won't.

You can be sure that anything you discuss with any member of this practice – family doctor, nurse or receptionist – will stay confidential.

Even if you are under 16 nothing will be said to anyone – including parents, other family members, care workers or tutors – without your permission. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital or clinic – it is best if you allow the doctor or nurse to inform Alexander House Surgery of any treatment that you are receiving.

Confidential patient data will be shared within the health care team at the practice, including nursing staff, admin staff, secretaries and receptionists, and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals (including NHS or CCG management staff) without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and contractual duty of confidentiality. Data will otherwise be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required.

We are sometimes asked to provide information for the purposes of education, audit or research or for the purposes of health care administration. In all cases the person to whom such information is released is bound by a duty of confidentiality.

The information disclosed is kept to the minimum necessary for the purpose and is always anonymised if at all possible.

**Alexander House Surgery** is registered as a Data Controller under the Data Protection Act 1998

*Who can directly access your surgery-held electronic GP medical record, if needed and if appropriate?*

- All our GPs and trainee doctors
- All our Practice Nurses and Nurse Practitioners
- All our Community (District) Nurses
- All our Midwives
- All our Admin team and Receptionists
- All our Phlebotomists/Health Care Assistants
- Our Paramedic Practitioners
- Our Orthopaedic Practitioners
- Our visiting Psychologists and Mental Health Practitioners
- Our visiting Counsellors
- Our visiting Dieticians
- Our visiting Medicines Manager support staff
- Our Practice Pharmacist
- Our Practice Manager and Assistant
- The Secretaries
- Our Community ICT administrator
- Clinical staff from Frimley Primary Care Service (GP out-of-hours centre)
- Support staff from EMIS (responsible for our GP software system)
- On a temporary basis, our medical students

If you choose to make and attend an extended hours GP appointment (after 6:30 pm on weekdays, or on a Saturday morning) then you may be seen by one of the GPs, or nurses, from the Farnborough group practices. That GP, or nurse, would have full access to your GP record, for the purpose of the appointment.

*Who **cannot** access your surgery-held electronic GP medical record without your explicit consent?*

Anyone else, in particular:

- The Department of Health
- NHS England
- NHS Digital
- Medical Researchers, Pharmaceutical Companies, Journalists

**You have the right to object to ways in which your data is used (or processed)**

We will always try to respect your wishes if you do not wish for your data to be used in a particular way, unless to do would mean that we could not provide you with safe and effective medical care.

You have the right to object to (i.e. opt-out of) the uploading of your medical record to any or all of the NHS Databases (such as The Summary Care Record or The Hampshire Health Record).

You have the right to object to (i.e. opt-out of) *primary uses* of your medical record; that is the sharing of your data with health professionals outside of the surgery for the provision of *direct medical care*, if you so wish.

For example, you can opt-out of the Summary Care Record and/or the Hampshire Health Record.

You have the right to object to (i.e. opt-out of) *secondary uses* of your medical record; that is the sharing of your data for purposes *unrelated to your direct medical care* (e.g. health care planning, audit, research), if you so wish. Opting out of secondary uses will prevent *all* such extractions of data and their processing for secondary purposes, including national audits, risk stratification schemes, extraction of sick note data to the DWP, mandatory data extractions to NHS Digital, and any *future* secondary extractions and uses of your personal confidential data.

You can opt-out of any or all of these data sharing schemes. Please access the NHS website:

<https://www.nhs.uk/your-nhs-data-matters/>

### **Opting back into data sharing**

You can opt back into any or all of these schemes, at any time, if you have previously opted out.

# Accessing your GP Record

## **The Data Protection Act gives you the right to see your health records**

This is known as the right of access.

A health record is any record of information relating to someone's physical or mental health that has been made by (or on behalf of) a health professional. This could be anything from the notes made by a GP in your local surgery to results of an MRI scan or X-rays.

Health records are extremely personal and sensitive. They can be held electronically or as paper files, and are kept by a range of different health professionals both in the NHS and the private sector.

## **How can I access my records?**

Please note:

- You can sign up for Secure Online Access to your full GP electronic record.
- You can then look at your medical record whenever you want.

If you do wish to make a subject access request then:

- You can fill in a simple form at reception
- You can make such a request verbally to a member of staff or a doctor or nurse that you are consulting with at the surgery

Please let us know exactly what information you would like.

We will provide the information within 28 calendar days.

There is usually no fee for this.

You do not have to give a reason for applying for access to your health records.

To save the NHS time and resources, it would be helpful if you would inform us - if you do not need access to your *entire* health record - of the periods and parts of your health records that you require, along with details which you may feel have relevance (e.g. consultant name, location, diagnosis etc).

You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons (e.g. to protect the privacy of third parties).

# The Summary Care Record

In common with all GP surgeries, Alexander House Surgery is required to extract and upload information from GP records to the national Summary Care Record (SCR) database, one of a number of NHS databases.

Your Summary Care Record will contain all medication prescribed for you in the preceding 6 months, any repeat medication issued over the preceding 18 months, and any allergies or adverse reactions to medicines.

The information will potentially be available to healthcare professionals across England, for the purpose of your direct clinical care (a "primary" use of your information).

The SCR is therefore a *nationally* available database.

The information is extracted and uploaded to NHS Digital, who is therefore the data controller for the Summary Care Record database.

*Who can access the Summary Care Record?*

- Clinicians at SECAMB NHS 111
- The pharmacy department at Frimley Park Hospital

*Who cannot, or does not, access the Summary Care Record?*

- Neither Frimley Park Hospital A&E, nor
- SECAMB - the local ambulance service, nor
- Frimley Primary Care Service GP out-of-hours centre, nor
- Our community staff (district nurses, midwives and health visitors)

use or access the Summary Care Record.

Our community nurses already have full access to the GP records of our patients (through our EMIS Web clinical system).

If you do not wish to have, or continue to have, a Summary Care Record then you can opt-out at any time.

If you do opt-out, your uploaded data will be “blanked”, no one will be able to access it, and no further information about you will be uploaded from your GP record.

Opting out of the Summary Care Record will also automatically prevent your medical record from being uploaded to the Hampshire Health Record.

If you do opt-out, or if you have already opted out, then you can opt back in *at any time* and have a Summary Care Record created.

Further information about Summary Care Records is available from:

- [www.summarycarerecord.info](http://www.summarycarerecord.info)



- [www.digital.nhs.uk/summary-care-records/patients](http://www.digital.nhs.uk/summary-care-records/patients)

The Summary Care Record is just one way by which you can make your information available to other healthcare professionals.

# The Hampshire Health Record

Alexander House Surgery uploads information from GP records to the Hampshire Health Record (now known as the Care and Health Information Exchange – CHIE).

The Hampshire Health Record (HHR) is a complicated, central database managed by NHS South, Central and West CSU (the data processor for the uploaded information).

Detailed information from your GP medical record will be extracted and uploaded to the HHR database.

Alexander House Surgery remains the data controller for the uploaded information.

Information about you from certain hospital trusts, community services, social care records and mental health services will also be extracted, uploaded to the HHR, and combined with your GP data.

This *combined* record is then made potentially available to medical personnel across Hampshire and parts of Surrey, for your direct clinical care (a *primary use* of your information). Please note that *you may not be asked* for your explicit permission *before* your HHR information is accessed by a clinician.

The HHR is therefore a *regionally* available database.

*Organisations currently extracting and uploading information to the HHR database:*

- University Hospital Southampton NHS Foundation Trust
- Portsmouth Hospitals NHS Trust
- Hampshire Hospitals NHS Foundation Trust (including Winchester and Basingstoke)
- Solent NHS Trust
- Southern Health NHS Foundation Trust
- Care UK (Southampton and Portsmouth treatment centres)
- Hampshire County Council
- Almost all GP practices in Hampshire & IOW

All these organisations can also access your uploaded GP record.



*Organisations that allow processing of your uploaded data for secondary (research) purposes:*

- Some (but not all) GP practices
- University Hospital Southampton NHS Foundation Trust
- Portsmouth Hospitals NHS Trust

*Organisations that do not upload to the HHR, but can nevertheless access your uploaded GP record:*

- South East Coast Ambulance Service (SECAMB)

However, neither:

- Frimley Park Hospital, nor
- The Royal Surrey County Hospital, nor
- The Royal Berkshire Hospital, nor
- Surrey and Borders Partnership NHS Trust

extract and upload information to the HHR.

Neither:

- Frimley Park Hospital A&E, nor
- the local ambulance service (SECAMB), nor
- NHS 111

use or access the HHR.

Our community staff (district nurses and health visitors) have access to the HHR, though it is not used by the health visitors, and infrequently by our district nurses.

Our community nurses already have full access to the GP records of our patients (through our EMIS Web clinical system).

Frimley Primary Care Service GP out-of-hours centre has potential access to the HHR, but rarely use it. GP surgeries in North East Hampshire and Farnham – including Alexander House Surgery – do not (or very rarely) access the HHR.

We already have full access to the GP record and our main local hospital, Frimley Park, does not feed any information whatsoever into the HHR.

You have the right to prohibit the upload of your information to the HHR if you wish; that is, to *opt-out*.

If you do not wish to have a Hampshire Health Record created, or maintained for you, then you may need to opt-out:

- The Hampshire Health Record is similar to, but not the same as, the Summary Care Record  
If you have opted out, or now opt-out, of the Summary Care Record (SCR) then you will automatically be opted out of the Hampshire Health Record.  
*You do not need to take any further action.*

You cannot prohibit many of the hospitals and other trusts that are associated with the HHR from extracting and uploading information that they hold about you to the HHR.

You can however opt-out of the HHR *entirely* by filling in the opt-out form available at the surgery.

Opting out of the HHR entirely will ensure that either no personal confidential information about you from your GP record is extracted and uploaded, or that any already uploaded information is "blanked" or made unavailable, and that no further information is uploaded.

Opting out of the HHR entirely will also ensure that no personal confidential information about you from other organisations or trusts is stored or maintained in the HHR database.

Your GP record, hospital record, community records, mental health records and social care records remain unaffected if you opt-out. They remain, as always, available to those organisations' clinical staff as required.

Opting out of the HHR will have no direct impact on any NHS or private organisation's ability to offer you medical care.

Further information about The Hampshire Health Record is available from:

- [www.hampshirehealthrecord.info](http://www.hampshirehealthrecord.info)



- [www.hantshealthrecord.nhs.uk](http://www.hantshealthrecord.nhs.uk)

If you wish to opt out of the Hampshire Health Record then simply fill in the opt-out at the surgery.

The Hampshire Health Record is just one way by which you can make your information available to other healthcare professionals.

## Remote Consultations

A small number of routine, pre-bookable Sunday morning GP appointments are available to patients of Alexander House Surgery.

This service is being provided by Frimley Primary Care Services (FPCS), our local GP out of hours provider (part of North Hampshire Urgent Care).

12 x 15-minute GP appointments are available every Sunday morning, and bookable via the surgery in the normal way, if required.

Please note that:

- The appointments are held at the GP out of hours centre, based at Frimley Park Hospital, *not Alexander House Surgery*
- The appointments are available to all 225,000 patients registered with the 23 practices within North East Hampshire and Farnham CCG, so availability is very limited
- It is extremely unlikely that you would see your own registered GP should you attend one of these appointments
- It is very unlikely that you would even see a GP from Alexander House Surgery, should you attend one of these appointments
- The GP that you see might not be able to provide all the services that you would normally expect to have if you were you to attend an appointment here at Alexander House Surgery.  
So you might well be re-directed back to Alexander House Surgery if you subsequently need:
  - A blood test
  - An x-ray
  - An ECG, lung function testing, or other similar investigation
  - A procedure, such as a minor operation or joint injection
- The GP that you see will be able to prescribe medication, if required at the time

As part of this service, the GP that you see at FPCS will necessarily require access to view your full GP record, and permission to record that consultation directly in your GP record. These types of GP appointments are known as “remote consultations”.

When you book the Sunday morning appointment, the receptionist will ask you if you are happy to allow the GP that you are seeing “remote” access to your GP record in this way, just for that appointment.

Please note that if you do not consent to this then you cannot book this type of Sunday morning appointment at FPCS.

Any opt-outs that you might have expressed to other types of NHS data sharing, such as the Summary Care Record, the Hampshire Health Record, or any secondary uses of your GP information, will not prevent you from making such an appointment – assuming you consent to allow temporary remote access to your GP record when the booking is made.

Any accesses to your GP record for remote consultations are recorded and auditable, and are only permissible in this way

- *if* you have booked a Sunday morning appointment, *and*
- *if* you have given your explicit consent at the time of booking

# Secondary uses of your medical records

You have the right to control how medical information about you is processed, used, shared, disseminated for purposes other than your direct medical care – so called *secondary uses (or purposes)*.

Secondary uses include projects involved in risk stratification, “population health management”, national clinical audits, research, healthcare planning, commissioning of healthcare services by CCGs, commercial and even political uses.

You can control your personal confidential information by expressing an objection, or *opt-out*, by visiting the NHS website:

<https://www.nhs.uk/your-nhs-data-matters/>

Alexander House Surgery extracts and uploads information to the National Diabetes Audit, but does not upload for risk stratification for case finding, nor to the CPRD.

Opt-out objections will *in no way affect* how healthcare professionals provide you with direct medical care, or prevent them accessing your medical record if and when appropriate, and with your explicit consent.

With an opt-out in force, you will still be invited to cervical screening, breast screening, bowel cancer screening, diabetic retinopathy screening, abdominal aortic aneurysm screening, and any other current or future national screening programmes.

# Data Processors

Alexander House Surgery uses data processors to perform certain administrative tasks for us, particularly where these involve large numbers of patients.

## *EMIS Health Ltd*

EMIS Health hosts our electronic GP patient records database at their secure servers in Leeds. As such, they are acting as the data processor in this.

## *Hampshire County Council*

We also have a contract with Hampshire County Council (HCC) to enable them to invite patients for an NHS Health Check on our behalf. Again, we provide demographic data, plus date of birth, to HCC, who then create and post the letters of invitation out.

## *My Surgery Website*

We have a contract with My Surgery Website to host our website. Features of our website includes patients being able to supply information about themselves (subsequently incorporated into their GP record) and request repeat medication.

# Secure online access to your GP medical record

Patient Access is the name of the software module offered by GP surgeries (such as Alexander House Surgery) running the EMIS GP records system.

Patient Access enables you to do the following online (or via a smartphone app):

- Book appointments
- Order repeat prescriptions
- Update your contact details (address, phone numbers etc.)
- Access your full electronic GP record securely online

You can look at [www.patient.co.uk/patient-access](http://www.patient.co.uk/patient-access) to get an idea of what it's like.

This facility is free, both to the surgery and to patients. To apply for Patient Access, ask at reception for a registration form.

Once registered, you can logon and use Patient Access on a computer, tablet or via a smartphone app, freely downloadable for Android (Google Play) and iOS (iTunes).

You can potentially have access to your *full* electronic GP record including consultations, medication, allergies, vaccinations, GP and hospital letters, blood test results and x-ray/scan reports.

You are also able to check the results of any blood tests or x-rays requested by your GP, download them, print them off at home, take them to hospital appointments etc.

You are then able to show your GP record, if you wish, to any healthcare professional that you might see, anywhere in the world (e.g. in a GP out-of-hours centre, A&E department or hospital), directly, or by permitting secure temporary access, or by exporting your record to a secure mobile device. Whether you have these facilities enabled or not will not affect your care from the surgery – it is simply an additional benefit that is on offer.

Please note:

Patient Access has absolutely nothing to do with the national NHS Databases, such as the Summary Care Record or the Hampshire Health Record, or any other secondary uses of your GP record.

(You can find out more about the NHS Databases, and NHS data sharing in general, including how to opt-out, via [www.nhsdatasharing.info](http://www.nhsdatasharing.info) ).

Opting out of any or all of the NHS Databases does not prevent you from using Patient Access.

- With Patient Access, no data is uploaded to any database, government-controlled or not.
- With Patient Access, the only person with access to your record via the secure website is you
- With Patient Access, your GP remains the data controller for your information

## ***How might online access to my medical record be of benefit?***

**Access abroad:** You may be in another country and taken ill. You may decide to allow the doctor temporary access to your records (a personal decision). All they need is access to the internet and your login details (or you login for them). When access to your record by that doctor is no longer needed, you let your surgery know and they immediately disable access until they can provide you with new login credentials.



**A&E/ Outpatients/Out of Hours GP:** If you are going to see a healthcare professional in hospital you can allow them to see your records online if there is a computer in the room, or print out the relevant information and take it with you.


**Relatives having access:** *Only if you wish* you could share all your records with relatives or just part by printing the part you wish to share.

**Saving Time:** Blood results, x-rays or letters (e.g. from consultant/specialist out-patient appointments) can be checked. If results are normal it saves you time not having to travel to the surgery or ring up for the results.

**Information for Forms:** If you need to know when you had your immunisations, what allergies you have or major diagnoses, you can look them up.

**Better understanding:** If you did not understand the conversation with the doctor or nurse, you can look at the record of that consultation. Patients have found that that makes the discussion easier to understand and remember. You will also find that the information buttons explain technical terms for you. This can be extremely helpful.

**Correcting information:** You can see if there are incorrect entries in your GP record, or missing information, and speak to your GP about these

**Medication information:** You can easily check information about any medication prescribed by clicking on the  button listed next to your medication in the list. This also includes information on how to take the medication. You can check what results mean or check a condition. There are links to support groups e.g. Diabetes UK.

**Security:** It's as safe as internet banking **IF** you keep your passwords and security questions secure. You wouldn't leave your bankers card and pin numbers lying around (particularly at work) and then wonder how someone managed to withdraw money from your account. Don't leave your passwords where they can be found. This may also include at home if you don't want family members to view your records. Don't use obvious ones such as names, birthdays or anniversaries etc.

### **Disadvantages**

**Forgotten History:** There may be something in your history you don't want any family members to see. It might be information you had put to the back of your mind and are now confronted with it!

**Complex information:** The record is designed to be used by doctors for doctors. There will be abbreviations and technical terms. However, most patients understand most of what they read and the information buttons linked with problem titles offer detailed explanations. Please ask if you do not understand.

**Test Results:** Results can be difficult to understand. Results may be abnormal and cause you to worry.

**3rd Party Info:** You might want to tell the doctor something about your spouse/partner/child etc. in confidence.

- If the doctor records the information and the patient then sees this it could cause problems.
- If the doctor doesn't then vital information may get lost or forgotten
- The information may be malicious and again cause problems

## ***Making your medical information available to healthcare professionals outside of the surgery***

Patient Access allows you to make your medical information available to health professionals outside of our surgery, if and when you want, anywhere in the world.

You may choose:

- only to view your medical record yourself
- to allow others (e.g. relatives or carers) access to it, temporarily or permanently
- to allow healthcare professionals access to it, anywhere in the world, on a temporary basis
- or any combination of the above

*How would this work?*

Allowing relatives or carers access to your medical record online via Patient Access is easy – you will simply need to give them your login details.

If ever you change your mind, your surgery can reset your account and provide you (alone) with new login credentials (see below).

Allowing doctors, nurses, pharmacists and other healthcare professionals access, home or abroad, is also straightforward.

Such access could be:

- At an out-of-hours GP centre, perhaps at night, bank holidays, or at the weekends
- At an A&E department
- At a GP surgery in a different part of the country (if you have need to be seen there)
- At a community pharmacist
- During a hospital out-patient consultation with a specialist
- If you are admitted to hospital for any reason
- If you are taken ill abroad

Your Patient Access medical record viewer account can be accessed, either:

- By yourself, or
- By a carer/relative with you, or
- By providing the medical staff where you attend with your login details

The address for accessing the details via the internet is <https://www.patientaccess.com>

Once there is no further need for others to access your account, simply contact the surgery and we can instantly disable the existing login credentials and issue you with new ones.

Alternatively, Patient Access allows you to *grant temporary access* to your record for 24 hours via a unique link and secured using an access code.

See here for detailed information about this facility:

<https://support.patientaccess.com/medical-record-viewer/share-your-medical-record>

Patient Access also allows you to *export your medical record* and either print it off, or save it securely to a mobile device, and then take it with you to show a healthcare professional as needed.

Patient Access is just one way by which you can make your medical information available to other healthcare professionals.

# Sharing information from your GP record

When it comes to allowing healthcare professionals outside of the GP surgery access to your GP record, you have a number of choices.

- You do not have to allow any such access - by opting out of *all* such schemes
- You can allow *nationwide* access to limited information from your GP record (allergies and medication) by not opting out of The Summary Care Record
- You can allow your *entire* GP record to be extracted, uploaded, combined with information from hospital trusts, mental health services and community services, and made available *regionally* - by not opting out of the Hampshire Health Record
- You can control access to your GP record, *completely and personally*, by allowing temporary secure online access to your GP record - should you have chosen to enable this (i.e. opted in)  
In theory, your information is available to healthcare professionals *worldwide*, should you allow it in any given situation
- If you have enabled secure online access for your GP record, then you can export your record and either print it off or save it securely on a mobile device, and then take it with you to show a healthcare professional when needed
- You can choose to share information in many other ways - for example, medical alert cards (such as MediPal, Steroid alert cards, Biological therapy cards, rare diseases cards, even bus pass cards), medical alert jewellery (such as MedicAlert, SOS Talisman), Zaptag, Tap2Tag and EIO smart cards, personal health apps such as Evergreen Life or SiKL, and the Apple iPhone emergency Medical ID feature

You can have any combination of the above, opting out of any particular data sharing schemes, and/or opting in to any that you wish to.