



Practice privacy notice

Scotstown Medical Group has a legal duty to explain how we use any personal information we collect about you, as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and The Health Improvement Network or others when the law allows.

In order to comply with its legal obligations, this practice may send data to the Scottish Government when directed by the Cabinet Secretary for Health or other Scottish Ministers under the Public Health etc. (Scotland) Act 2008. Additionally, this practice contributes to national clinical audits and will send the data that is required by Scottish Ministers when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

The legal bases under which we process your information fall into four broad categories: Consent, where you agree for a specific purpose; a legal obligation for us to comply with the law; in vital interests, where processing is necessary to protect life; public task, where it is necessary to process your data in the public interest. In addition the data we process is known as "special category data", where the information may be more sensitive but processing is necessary for medical purposes.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(a), 6(1)(c), 6(1)(d), 6(1)(e) and 9(2)(h) of the GDPR.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected. Note, however, this does not extend to changing any opinions of medical professionals which may be expressed within your records.



Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes

patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Scotstown Medical Group; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared if you have received treatment elsewhere to determine which NHS Board is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration. This may be changed from time to time following review by NHS Scotland Practitioner Services.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the practice's Data Protection Officer via email at scotstown.administrator@nhs.net. GP practices are data controllers for the data they hold about their patients
2. Write to the Data Protection Officer at Scotstown Medical Group, Cairnfold Road, Bridge of Don, Aberdeen, AB22 8LD
3. Ask to speak to the Practice/Business Manager, Ian McNeil.

The Data Protection Officer (DPO) for Scotstown Medical Group is Ian McNeil and he is based at Scotstown Medical Centre, Bridge of Don. For some matters this responsibility is shared with the Data Protection Officer for NHS Grampian, but patients should contact the practice-based DPO in the first instance.

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.