

Holmcroft Surgery

Integrated with North Staffordshire Combined Healthcare NHS Trust

Children's Privacy Notice

This Children's Privacy notice is a way of telling you about what happens to the information we collect about you whenever you contact us or come to see us. It also tells you how we make sure your information is kept safe.

What information do we collect about you?

- Your name, address, birthday and the year you were born
- The name of the person who will usually bring you to your appointments and who will help us to reach any important decisions about your care
- The reason that you are coming to see us
- Any information that you or your family gives us
- When you have been to the hospital or doctors for care or treatment
- Name of your family or doctors and nurses who look after you
- What we need to do to care for you, like a care plan

Why do we collect your information?

We need to collect some information about you to make sure we can give you the best care possible.

Each time you come to see us, we will write down things you tell us, things we tell you and any medicines we may need to give you.

What are our responsibilities?

- To make sure the information we have about you is correct
- To keep your information safe. We tell our staff and students that they are only allowed to look at your information if they are involved in your care and not for any other reason, unless the law tells them that you can look for another reason. They understand that they must keep any information safe, especially the information that identifies you; this might be your name or address or even why you come to see us. We are not allowed to give any of this type of information to anyone who shouldn't see it. This includes talking to them about it
- To make sure you can read and understand the information
- To show you the information we have about you if you ask to see it
- We will not share any information about you unless:
 - You ask us to
 - We ask you if we can and you say "yes"
 - Someone is in danger, for example to stop someone from becoming ill or being badly hurt

What do we do with your information?

We may use your information to:

- Help you or your doctors to make decisions about your health
- Make sure your care is safe
- Work well with others to give you the right treatment
- Protect the health of others
- Make sure we are giving everyone the best care
- Carry out surveys about how well we are looking after you
- Help look into any concerns or complaints

Who might we share your information with?

Other organisations involved in your care and safety, for example:

- Other hospitals
- Doctors within the Practice
- Ambulance Services
- Social Services
- Education Services
- The Police
- Commissioners who pay us to provide a service
- Hospital inspectors, known as the Care Quality Commission. They carry out inspections to make sure that we are treating and caring for you in the best way we can. The people who inspect us may ask to see a small number of health records. They check that notes are written clearly and are kept safe to ensure that we are recording and storing your information safely

Where we can, we will try to ask you if it is okay to do this but there may be times when we need to share this information without asking you first. This may be because we are not able to ask you or because it needs to be done quickly to help you.

What are your rights?

- You can tell us when you do not want your information shared. This could be with your parents, carers or others
- If you tell us not to share your information, we will make sure we don't wherever we can
- We will only share your information if the law tells us we have to
- You can ask to see the records that relate to you and only you and request copies. You should ask for your information in writing and include your full name, address, birthday and the number known as the NHS number

What can you ask us for?

As well as asking for copies of information, you can also ask:

- Certain people to stop using your information at certain times, this may affect your healthcare or delay treatment
- To stop us using your information for research. If you choose to opt out, ask our Data Protection Officer to help you
- To make sure that the information we hold about you is correct
- How long your information will be kept before it is destroyed
- Details about how we use your information

If you are unhappy with how we have used your information, please let us know by contacting the Practice Manager who is the person responsible for helping to run the practice.

Alternatively, you can contact the Information Commissioner's Office (ICO), who are an independent organisation who regulate the way that information is used to make sure it is handled properly.

Here are their contact details:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 01625 545745

Website: www.ico.org.uk

If you want to find out more about your information, how we use it and your rights, please contact our Data Protection Officer, Sahra Smith by emailing DPO@combined.nhs.uk.