

Holmcroft Surgery

Integrated with North Staffordshire Combined NHS Healthcare Trust

Easy Read Privacy Notice



A full version of our privacy notice can be found on our website



Who we are and what we do

We are the Holmcroft Surgery and we provide health services across Stoke-on-Trent.



Our services include health and **wellbeing**, physical health, sexual health and children's health.

Why we keep records about you

We keep records about you, your healthcare and your family background to make sure you receive the highest quality care.





By seeing your records, doctors, nurses and other professionals can see what help you have had before.



Other staff such as secretaries and receptionists may look at your records to book appointments or write letters and emails to you.



We may keep your **information** electronically on computer systems and in video, audio or paper files.

Where we get your **information** from



We collect **information** in lots of different ways. It can come from: -



You or someone that has your permission to tell us.



A hospital.



Other people that support you.

What information do we hold?



Your contact details such as your address, telephone numbers and email addresses.



Your family and carer details and next of kin.



Details of your recent and past health.



Details of your **cultural background**, religious and other beliefs.



How you like to live and details of your sexual life.



Photographs and videos.



Whether you have been in trouble with the Police.

What we will use your **information** for: -



To decide what care you need and the best way to treat you.

To help another healthcare provider if you are sent somewhere else to be looked after.



To send you appointment letters and other documents you need.

We may also use your **information**:



To protect your health and safety and the safety of others. For example, the **safeguarding** of children.



To support the funding of your care.



To help train our staff and support **research**.



To help investigate **complaints**, claims and **incidents**.



To support the reporting of events when the law says we must.



How long we keep your **information** for: -

Your records are kept for your whole lifetime and then for 10 years after you die.



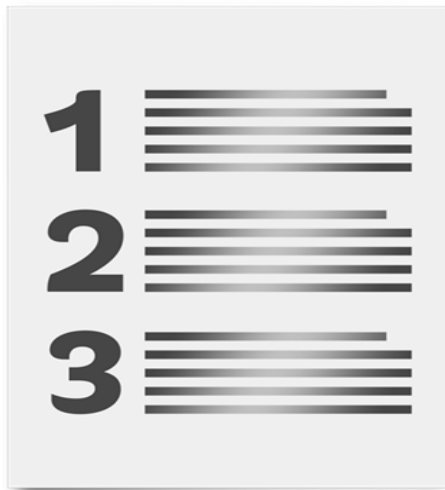
What the law says about using your **information**



We have must comply with the **UK General Data Protection Regulation (UKGDPR)** and the **Data Protection Act 2018 (DPA18)**.



What is our **lawful basis** to use your **information**?



Healthcare

Safeguarding

**Commissioning and
planning services**

Research

**Monitoring and Public Health
purposes**



**This is who we may share
your **information** with**



Doctors, nurses, therapists,
social workers, pharmacists
and other health staff.



People that support you.



People from **housing**.



People doing **research**.



People in **education**.



People who want to know about the services we provide.



Only people that need to know about you and your health will see your **information**.



What we still need you to agree to

To share **information** with family and friends (**common law duty of confidentiality**).



To talk to us by text message and/or email.



To take part in **research**

You can change your mind at any time by talking to your healthcare or **research** team.



Your **Rights** under the law



We will tell you about the **information** we hold.



We will give you a copy of the **information** we hold about you if you ask a member of our staff.



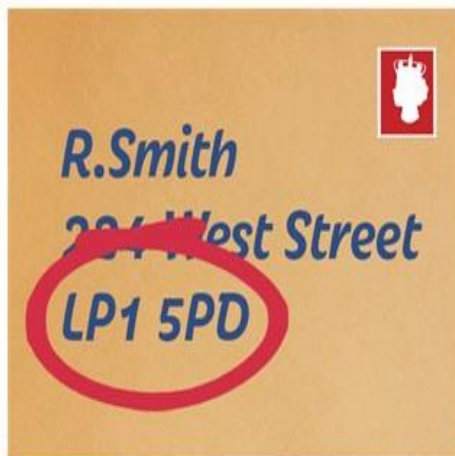
You can ask us to look at any **information** you think may be wrong.



You can ask us to stop using your **information** but only if the **information** is wrong.



You can **complain** to the Trust's **Data Protection Officer** if you are worried about how we are using your **information**.



Data Protection Officer

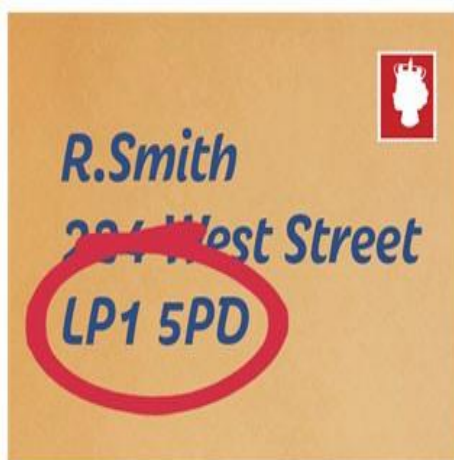
North Staffordshire Combined
Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
Stoke-on-Trent ST4 8HH



DPO@combined.nhs.uk



You can also **complain** to the **Information Commissioner's Office** who look after the use of **information** in the UK.



Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF



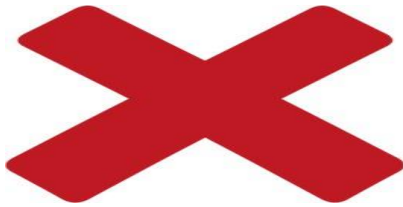
Tel: 01625 545740



Web: www.ico.gov.uk

The **Rights** that don't apply

These are the things you can't ask us to do: -

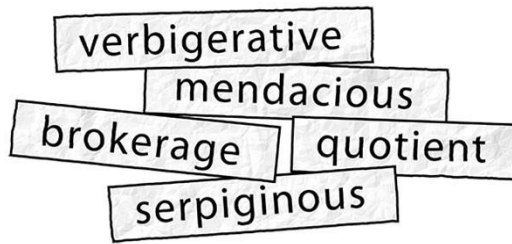


You cannot ask us to get rid of your **information** or **transfer** it to another organisation.



You cannot disagree with us using your **information** if the law says we can.

These are the things we can't do



Blue Words

Automated

Something that is done without human help.

Commissioning

This is how services are paid for.

Common Law

An unwritten English Law.

Complain

Say you are not happy about something.

Complaint

A statement about something you are unhappy or upset about, where someone must answer you.

Cultural Background

The kind of family you come from and the kind of education you have had.

Data Protection Act 2018 (DPA18)

This is a law made by the UK government that says how peoples' **information** is looked after.

Data Protection Laws

Laws that allow us to use your **information** without you agreeing as long as we have a **lawful basis** for doing so.

Data Protection Officer

North Staffordshire Combined Healthcare NHS Trust member of staff who makes sure we act within the **data protection laws**.

Department of Health

Part of the government that tells us what to do.

Duty of Confidentiality

Our staff must keep anything you tell them secret unless you say they can tell someone, or there is a risk to you or other people.

Education

Organisations that help you learn.

Housing

Organisations that help people with where they live.

Incidents

Something that happens involving something

unpleasant.

Information

The words we write or say about ourselves, somebody else or something.

Information Commissioner's Office

Organisation that makes sure we don't break the **data protection laws**.

Lawful Basis

The basis that we have under the **data protection law**, to use your **information**.

Monitoring

Checking what is being done.

Public Health

The health of all the people in the country.

Research

To find out what is happening and why.

Rights

What you are allowed under the law.

Safeguarding

A way to keep people safe and make sure that if any

harm comes to you it is stopped.

Transfer

To move.

UK General Data Protection Regulation (UKGDPR)

This is a law made by the UK government that says how peoples' **information** is looked after.

Wellbeing

Feeling safe, happy, healthy and comfortable.