

Updated: 17.06.2025

## General Practice Privacy Notice

### The information we hold on you

Our practice keeps data on you that may be relevant to your healthcare. This includes:

- Your address
- Contact details
- Date of birth
- NHS Number
- Your problems and diagnoses
- Your appointments
- If you have a carer
- Information from other services who have seen you
- Relevant third party information
- Referrals to specialists and other healthcare providers
- Tests carried out here and by other care providers
- Investigations and scans
- Treatment plans, treatment history and outcomes of treatments
- The observations and opinions of other healthcare workers, within and outside of the NHS
- As well as comments and summaries reasonably made by healthcare professionals in this practice who are appropriately involved in your health care.

We may also record any other relevant data provided to us about you.

When registering for NHS care, you are registered on a national database, this is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS data.

### Identifying patients who might be at risk of certain diseases

- Your medical records will be searched by a computer programme so that we can identify patients who might be at high risk from certain diseases such as heart disease or unplanned admissions to hospital.
- This means we can offer patients additional care or support as early as possible.
- This process will involve linking information from your GP record with information from other health or social care services you have used.
- Information which identifies you will only be seen by this practice.

If you would like more information, please speak with the Managing Partner.

### Who we share information with

As GPs, we cannot handle all your information ourselves, so we need to delegate this responsibility to others within the practice and sometimes with other organisations.

If your care requires treatment outside the practice, we will exchange with those providing such care and treatment whatever information may be necessary to provide safe, high quality care.

Once you have seen the care provider, they will normally send us details of the care they have provided you with, so that we can understand your health better.

Your consent to this sharing of data, within the practice and with those others outside the practice is assumed and is allowed by the Law, however we will gladly discuss this with you in more detail if you would like to know more.

The Practice team (clinicians, administration and care navigation staff) only access the information they need to allow them to perform their function and fulfil their roles.

You have the right to object to our sharing your data in these circumstances but we have an overriding responsibility to do what is in your best interests.

### For more information

If you wish to discuss these changes or have any concerns, please ask to speak with the Managing Partner or Data Protection Officer.

### The law

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

<b>Data Controller</b>	Balham Park Surgery, 236 Balham High Road, SW17 7AW
<b>Data Protection Officer</b>	Laura Watson, SWL DPO <a href="mailto:swl.gpdpo@swlondon.nhs.uk">swl.gpdpo@swlondon.nhs.uk</a>
<b>Purpose of Processing your personal information</b>	<p>Direct Care is care delivered to the individual alone, most of which is provided in the surgery.</p> <p>After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialist, therapists, technicians etc.</p> <p>The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.</p> <p>The practice performs computerised searches of some or all of our records to identify individuals who may be at increased risk of certain conditions or diagnoses i.e. Diabetes, heart disease, risk of falling). Your records may be amongst those searched. This is often called “risk stratification”. These searches are sometimes carried out by Data Processors who link our records to other records that they access, such as hospital attendance records. The results of these searches and assessment may then be shared with other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.</p>
<b>Lawful Basis for Processing your personal information</b>	<p>The processing of personal data in the delivery of direct care and for providers’ administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:</p> <p>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’.</p> <p>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care</p>

	or treatment or the management of health or social care systems and services...”
<b>Recipient or categories of recipients of your personal data</b>	<p>The data will be shared with health and care professionals and support staff in this surgery and at hospitals, diagnostic and treatment centres who contribute to your personal care.</p> <p>In addition, personal data may be shared which is sent to or may be received from providers such as our 8to8 hubs (who provide some evening and weekend appointments on behalf of the practice), 111, out of hours services, local social services and care services, or other services the Wandsworth clinical commissioning group has commissioned.</p> <p>In all cases, we ensure the data is supplied is appropriate and within the law.</p>
<b>Your right to object</b>	<p>You have the right to object to some or all the information being processed, which is detailed under Article 21.</p> <p>Please contact the Data Controller or the practice manager.</p> <p>You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance.</p>
<b>Your right to access and correction</b>	<p>You have the right to access the data that is being shared and have any inaccuracies corrected.</p> <p>There is no right to have accurate medical records deleted except when ordered by a court of Law.</p>
<b>How long do we hold your personal data for?</b>	<p>We retain your personal data in line with both national guidance and law, which can be found here:</p> <p><a href="#">Records Management Code of Practice - NHS Transformation Directorate</a></p>
<b>Your right to complain</b>	<p>Use of personal data is overseen by the Information Commissioners Office, often known as the ICO.</p> <p>You have the right to complain or raise concerns with the ICO and they can be contacted via their website:</p> <p><a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a></p> <p>Or you can also call their helpline</p> <p>Tel: 0303 123 1113 (local rate) 01625 545 745 (national rate)</p>

## Third party processors

In order to deliver the best possible service, the practice will share data (where required) with other NHS bodies such as other GP practices and hospitals. In addition the practice will use carefully selected third party service providers. When we use a third party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by third parties includes:

- Companies that provide IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and services accessible through this); data hosting service providers; systems which facilitate appointment bookings or electronic prescription services; document management services etc.
- Payment providers (if for example you were paying for a prescription or a service such as travel vaccinations).

Further details regarding specific third party processors can be supplied on request.

## Call recording

Why we process your information

We record telephone calls you make to our practice to:

- check for mistakes
- train staff
- prevent, detect, investigate and prosecute fraud
- help plan and make improvements to NHS services

We do this in the interests of offering a good service to our patients and to protect public funds.

If you object to this, you will need to end the call. Alternative methods of communication are available.

Sometimes, calls may not be recorded if:

- there is a technical fault with the telephony system
- a call handler is using equipment which does not let calls be recorded
- you've been transferred to a different line Your information will not be transferred outside the UK or [European Economic Area](#).

## Sharing your call recording

Your information may be shared with other organisations if they have a legal right to it.

## How long we keep your call recording

We will delete call recordings up to 6 months after the call was made. This ensures that any subsequent investigations can be completed.

## Your rights

The information you provided will be managed as required by Data Protection law.

You have the right to receive a copy of the call recording.

You have the right to request that the call recording be deleted if you believe we are processing it for longer than necessary.

## NHS APP

We use the NHS Account Messaging Service provided by NHS England to send you messages relating to your health and care. You need to be an NHS App user to receive these messages. Further information about the service can be found at the privacy notice for the NHS App managed by NHS England at: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/privacy/>