

# Your medical records and Oakley Health Group

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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 Caldicott Guardian / Information Governance lead:

Dr Neil Bhatia  
[Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net)

*Further copies of this booklet are available from the surgery or downloadable from our website*

*updated 16.03.18*

# Confidentiality and Oakley Health Group

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 Oakley Health Group 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.

Oakley Health Group [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 visiting specialist nurses  
(palliative care, heart failure, Parkinson's Disease)
- Our Business Manager
- All our other Practice Managers
- The Secretaries
- Our Community ICT administrator
- Clinical staff from Frimley Park Hospital A&E via data streaming
- Clinical staff from Frimley Primary Care Service (GP out-of-hours centre) via data streaming
- 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 Monteagle Surgery. 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, and/or the local data streaming project with A&E/Frimley Primary Care Service.

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, commercial or political uses), if you so wish. Opting out of secondary uses will prevent *all* such extractions of data and their processing for secondary purposes, including the Hampshire Health Record, 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.

### **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.

To do so, please see our website for the [opt in form](#), or contact Dr Neil Bhatia.

The Caldicott Guardian, Dr Neil Bhatia, can always tell you what you have, and have not, opted out of.

*Be careful opting back in to particular schemes – opting back into one scheme might automatically opt you back into another.*

# Your right to see your health records

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?

To do so, you will need to make your request in writing (or by email) to the Oakley Health Group (address your letter to the Practice Manager, Mrs. Jennie Taylor). This is known as a subject access request.

We will need your name, address, DOB, and ideally an up to date contact telephone number.

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

If the records you wish to see are held totally on computer, you can be charged up to £10 for a copy of these records.

If the records you wish to see are on paper or a mixture of paper and computer records, you can be charged up to £50 for a copy of these records.

You should receive a reply to your request within 21 days.

You have the right simply to view your records (i.e. not receive a copy in a permanent form). For this, there is likely to be no charge (or at maximum, £10).

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).

You also have the right to have information explained to you where necessary (e.g. medical abbreviations).

We can provide you with a printout of the information requested or export the information (e.g. as a *.doc* or *.pdf* file) onto an encrypted CD-ROM.

# The Summary Care Record

In common with all GP surgeries, Oakley Health Group 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 SCAS 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).

The GP out-of-hours service and A&E at Frimley Park Hospital can already access important information from GP records, in real time, via EMIS Web data streaming (see elsewhere in this booklet).

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)

If you wish to opt out of The Summary Care Record then simply fill in the opt-out form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

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

# The Hampshire Health Record

Oakley Health Group 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.

Oakley Health Group 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).

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 Haven Lodge
- Hampton Lodge
- Rowans Hospice
- South Central Ambulance Service (SCAS)
- Hampshire GP out of hours (Portsmouth/Southampton etc)
- North Hants Urgent Care (Basingstoke)
- Portsmouth City Council
- Southampton City Council

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
- SCAS 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. The GP out-of-hours service, as well as A&E at Frimley Park Hospital, access important information from GP records, in real time, preferentially via EMIS Web data streaming (see elsewhere in this booklet).

GP surgeries in North East Hampshire and Farnham – including Oakley Health Group – 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.

**Oakley Health Group no longer permits the HHR to process uploaded GP information for secondary purposes.**

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.*
- The Hampshire Health Record is completely unrelated to EMIS Web data streaming  
If you have opted out, or now opt-out, of EMIS Web data streaming, 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 in this booklet and handing it in to 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 form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

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

# EMIS Web data streaming

The surgery allows the A&E department at FPH as well as FPCS GP out-of-hours centre potential access to the GP records of our patients attending that department. A&E and FPCS will only be able to see that information if the patient gives their explicit consent at the time of attendance. This system is known as EMIS Web data streaming.

The information made available will include important diagnoses, medications, allergies, past operations and past medical history. The hospital already has access to investigations (such as x-rays) performed at the hospital, and bloods test results.

## **How will my information be made available?**

The information is “streamed” in real time and on-demand, meaning that data from your GP record is neither extracted, nor uploaded, nor sent anywhere. The data remains within the surgery database and A&E/FPCS is only allowed to “view” it.

## **Is this the same as the Summary Care Record (SCR), the Hampshire Health Record (HHR)?**

Absolutely not. This type of data streaming has nothing whatsoever to do with those NHS databases.

- No data whatsoever is extracted and uploaded from your GP record
- The data remains within the surgery database (and so is not sent to a 3<sup>rd</sup> party data repository)
- The surgery remains the data controller (or *data guardian*)
- The surgery controls who has access to your information
- The surgery can monitor who has accessed your information
- Your records from other sources, such as hospital trusts & mental health services, will not be extracted and combined with your data
- As no information is extracted or uploaded, it cannot be subsequently used for additional (or “secondary”) purposes, and so cannot be misused, disseminated, sold, or used in ways that you might object to or might not be aware of

## **Will I be asked before my GP record is looked at?**

Yes, you will always be asked for your explicit consent before anyone can look at your record. You can agree or refuse, as you prefer, on any given occasion that you have need to attend A&E or FPCS.

## **Will my GP record be looked at if I am not present in A&E/FPCS?**

No – because your explicit consent, in person, is always required. The surgery can monitor whose records are being looked at and if needs be can match such access occasions with A&E/FPCS attendances (see later).

## **Can A&E or FPCS alter, change, or add to my GP record?**

No. The GP record is a read-only view, and it is impossible for them to amend, delete, or add to your GP record.

## **Who exactly will be looking at my record?**

Only clinical staff within Frimley A&E and FPCS that have need to look at your GP record in order to provide you with direct medical care will have access. They will be able to monitor which of their staff have accessed GP records, and whose records have been accessed in this way.

No other organisation can look at the information, meaning that other GP practices, the CCG, NHS England, NHS Digital or the Department of Health *cannot* access your GP record in this way.

It is therefore a *locally* accessible scheme - and is widely used.

## **Can I control what parts of my GP record are viewable in this way?**

Yes, you can. Your GP can apply a “confidentiality policy” to any aspect of your GP record, rendering it hidden to A&E/FPCS (though you can, of course, disclose that information in person if you so wish).

You can agree with your GP which items within your record you want them to be able to see, and which items you do not want them to have access to.

## **Will the surgery be able to monitor access to the system?**

Yes. The surgery remains the data controller and we can view and monitor access through the surgery system.

## **Will I be able to find out if and when my GP record was accessed in this way?**

Yes. The surgery will be able to tell you exactly when your record was accessed, and by whom. All you need to do is ask.

## **What if I have opted out of the SCR, the HHR, or all secondary uses of my GP record?**

Data streaming has nothing whatsoever to do with the NHS databases, or any similar project that extracts and uploads your data outside of the GP surgery. Accordingly, opting out of any of those will not automatically disable EMIS Web data streaming. You can remain opted out of any, or all, of those projects whilst still allowing A&E/FPCS to view your GP record, with your explicit consent, via this data streaming scheme.

## **What if I am not happy – can I opt-out of this data streaming project?**

Yes. You have the right not to allow your data to be viewable by the hospital in this way, if you do not want it to be.

If you wish to opt out of EMIS Web data streaming then simply fill in the opt-out form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes

## **If I opt-out of data streaming, will that automatically opt me out of the SCR, the HHR, or secondary uses of my GP record?**

The opt-out from EMIS Web data streaming is specific to that scheme, and will not opt you out of the Summary Care Record or secondary uses. It *will* however opt you out of the Hampshire Health Record (completely).

If you have already opted out of the SCR, the HHR, or secondary uses of your GP record, then those opt-outs will remain in force (whether you opt-out of EMIS Web data streaming or not).

Those opt-outs are *unaffected*.

If you haven't opted out of the SCR, the HHR, or secondary uses of your GP record, and you wish to, then you should opt-out *in addition* to any opt-out from EMIS Web data streaming.

EMIS Web data streaming 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 Oakley Health Group.

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 at Yateley Medical Centre or Hartley Corner 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 Oakley Health Group, 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 Oakley Health.  
So you might well be re-directed back to Oakley Health 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.

The surgery allows the A&E department at FPH, as well as FPCS GP out-of-hours centre, potential access to the GP records of our patients attending that department for urgent care, or in an emergency. This is known as EMIS Web data sharing, and is completely unrelated to the access granted when a routine Sunday morning GP appointment is booked.

If you have opted-out of EMIS Web data sharing, this will not prevent you from making such an appointment – assuming you consent to allow access 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 or sold, 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*, to the surgery.

We will then add a special read-code, or electronic flag, to your GP record.

One such opt-out is known as a **Type 1 opt-out** (sometimes referred to as a *9Nu0* opt-out, after the flag added when expressed).

A Type 1 opt-out, when present in your GP record, should prevent identifiable information about you being extracted from your GP record, and uploaded to *any* other organisation, for purposes other than your direct care.

A Type 1 opt-out will then prohibit extraction and uploading for all of the following secondary uses:

- [Risk stratification schemes](#)
- National clinical audits (such as the [National Diabetes Audit](#))
- [The Clinical Practice Research Datalink](#) (CPRD)
- Extraction of de-identified information about you concerning any [eMed3 Statement of Fitness to Work reports](#) (i.e. sick notes), uploaded to NHS Digital, and subsequently passed by NHS Digital to the Department of Work and Pensions
- All extractions and uploading of identifiable information about you to NHS Digital, for any secondary purpose (so-called [GPES extractions](#))

It is therefore, *the single, unitary, secondary uses, opt-out*.

Oakley Health Group no longer permits secondary processing of GP information uploaded to the Hampshire Health Record.

Oakley Health Group extracts and uploads information to the National Diabetes Audit, but does not upload for risk stratification for case finding, nor to the CPRD.

Secondary use objections (either Type 1 or Type 2) 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.

Secondary uses are not about information sharing between healthcare professionals.

You can express a **Type 2 opt-out** as well (sometimes referred to as a *9Nu4* opt-out, after the flag added when expressed).

The Type 2 opt-out acts to control information about you as held by NHS Digital (formerly the "HSCIC").

NHS Digital holds information about you obtained from a variety of sources, such as hospital trusts, mental health services, maternity records, community records, collectively known as Hospital Episode Statistics (HES). It also holds some information from your GP record.

A Type 2 opt-out, when present in your GP record, should prevent identifiable information about you being disseminated, shared or sold, by NHS Digital, for purposes other than your direct care.

It will not prevent NHS Digital disseminating, sharing, or selling, information about you that is either effectively anonymised (i.e. cannot identify you), or aggregated (i.e. just numbers).

More information about Type 2 opt-outs can be found at <http://www.hscic.gov.uk/article/7072/Applying-Type-2-Opt-Outs>

The 9Nu4 opt-out, particularly in conjunction with an additional opt-out that you can make directly to NHS Digital ( <http://tinyurl.com/HSCICpuyi> ), is the *only* way that you can have any control over the way that NHS Digital handles your information.

With a Type 1 or Type 2 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, if you are eligible - the Type 1 and Type 2 opt-outs do not prevent these programmes in any way.

Nor will a Type 1 or Type 2 opt-out prevent you from taking part in medical research, with your explicit consent.

More information about secondary uses, and Type 1 and Type 2 opt-outs, can be found at [www.nhsdatasharing.info](http://www.nhsdatasharing.info)

Detailed factsheets about Type 1 and Type 2 opt-outs, and links to further sources of information, can be found within that site.

If you wish to opt out of secondary uses of information from your GP record, then simply fill in the opt-out form in this factsheet and hand it in to the surgery (either site).

Alternatively, you can email Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) ) with your opt-out wishes.

# Data Processors

Oakley Health Group 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.

## *Docmail Ltd*

We have a contract with Docmail Ltd to permit them to send out letters from the surgery to patients, for example to invite them for a flu vaccination. We provide names and addresses only, and a template letter, to Docmail, who then create and post the letters out.

Our data sharing agreement with Docmail Ltd can be downloaded [from our website](#).

## *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.

Our data sharing agreement with HCC can be downloaded [from our website](#).

## *Content Capture Ltd*

We have a contract with Content Capture Ltd to digitize the paper ("Lloyd George") records of our patients, which will be ultimately imported into the electronic GP record. Once this has been completed, the paper record will be securely destroyed.

Our data sharing agreement with Content Capture can be downloaded [from our website](#).

## OPT OUT FORM – MEDICAL RECORDS

Please tick the relevant scheme(s) that you wish to opt-out of.  
(You can opt back in to any/all of them at any time in the future)

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- I would like to opt-out of the Summary Care Record  
Please could you add the relevant “electronic flag”/read code *9Ndo* to my medical record  
(This will also opt you out of The Hampshire Health Record)
  - I would like to opt-out of **the Hampshire Health Record**  
Please could you add the relevant “electronic flag”/read code *9Nd1* to my medical record
  - I would like to opt-out of all “secondary” uses of my GP record (including the National Diabetes Audit)  
Please could you add the relevant “electronic flags”/read codes *9Nu0* and *9Nu4* to my medical record
  - I would like to opt-out of **EMIS Web data streaming**  
Please could you disable this for my GP record  
(This will also opt you out of The Hampshire Health Record)
- 

Name:

Signature:

DOB:

Your name/signature & relationship if applying on behalf of another person (e.g. parent/legal guardian):

Please hand this form into reception, post/fax it to the surgery,  
or email it to Dr Neil Bhatia ( [Neil.Bhatia@nhs.net](mailto:Neil.Bhatia@nhs.net) )



# Secure online access to your GP medical record

Patient Access is the name of the software module offered by GP surgeries (such as Oakley Health Group) 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, or [download one from our website](#).

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.

It is also unrelated to the local data streaming scheme that is in place with A&E at Frimley Park Hospital and our local GP out-of-hours centre.

(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

The website <http://myrecord.org.uk/> has very good information about all of this.



## ***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://patient.emisaccess.co.uk>

Once there is no further need for others to access your account, simply contact me and I 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: <http://tinyurl.com/tempaccess>

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 allow your GP record to be *streamed or viewable* in real time, *locally*, without being uploaded or extracted, and with genuine control over the information shared - by not opting out of EMIS Web data streaming
- 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.