

# Your Medical Records and Ainsdale Village Surgery

## Patient Information Leaflet

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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.

Further copies of this booklet are available from the surgery or downloadable from our website:  
[www.ainsdalevillagesurgery.nhs.uk](http://www.ainsdalevillagesurgery.nhs.uk)

### Confidentiality and Ainsdale Village Surgery

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 Ainsdale Village Surgery 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 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 your **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.

## **Ainsdale Village Surgery 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 of our GPs and trainee doctors
- Our Practice Nurses and Healthcare Assistant
- All our Community (District) Nurses
- The Community Midwife
- All our Admin team and Receptionists
- Our Phlebotomist
- Our GP Assistants
- Our visiting Medicines Manager support staff
- Our Practice Pharmacist & Medicines Co-Ordinator
- Our Data Facilitator
- Our Health Visitor
- Clinical staff from Southport & Ormskirk District General Hospital A&E via data streaming
- Clinical staff from Southport & Ormskirk District General Hospital (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

### **Who cannot access your surgery-held electronic GP medical record without your explicit consent?**

- 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)

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.

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 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 Debbie Walton – Operations Manager at Ainsdale Village Surgery.

We 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 to Ainsdale Village Surgery (address your letter to the Operations Manager, Mrs Debbie Walton). This is known as a subject access request. We will need your name, address, DOB, and ideally an up to date contact telephone number.

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 and 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).

Once your request has been acknowledged by the surgery you will receive a reply within 28 days.

There is no monetary charge, however, if a request for a copy of your records is requested more than once over a 12 month period, or you require more than one copy, then a fee may be charged at the discretion of the GP Partners.

## The Summary Care Record

In common with all GP surgeries, Ainsdale Village Surgery 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 SCR contains the following basic information:

- the medicines you're taking
- your allergies
- bad reactions you may have to certain medicines

It also includes your name, address, date of birth and unique NHS Number, which helps to identify you correctly.

An SCR is used in a number of healthcare settings and will provide healthcare professionals with any information they wouldn't otherwise have.

For example, when you're visiting an urgent care centre or being admitted to a hospital, staff could view your SCR and check which medications you're on and any allergies you may have.

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?

Only authorised healthcare professionals directly involved in your care can access your SCR. Your SCR won't be used for any other purposes.

The person viewing your SCR:

- needs to have an NHS Smartcard with a chip and passcode
- will only see the information they need to do their job
- will have their details recorded every time they look at your record

In addition, the healthcare professional must seek your permission if they need to look at your SCR. If they can't ask you because you're unconscious or otherwise unable to communicate, they may decide to look at your record because doing so is in your best interest.

This access is recorded and checked by the privacy officer of the organisation to ensure it's appropriate.

### Who cannot, or does not, access the Summary Care Record?

- The local ambulance service
- MerseyCare NHS Foundation Trust (Mental Health Services)
- Nursing Homes and Residential Care Homes.

Our community District 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 SDGH can already access important information from GP records, in real time, via EMIS Web data streaming.

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.

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 Ainsdale Village Surgery.

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

## **EMIS Web data streaming**

Ainsdale Village Surgery allows the A&E department at Southport & Formby District General Hospital as well as the GP out-of-hours centre potential access to the GP records of our patients attending that department. They 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/SDGH is only allowed to “view” it.

### **Is this the same as the Summary Care Record (SCR)?**

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 3rd party data repository)
- ✓ The surgery remains the data controller.
- ✓ 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/SDGH.

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

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/SDGH attendances (see later).

## **Can A&E/SDGH 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 A&E/SDGH 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/SDGH (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, 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/SDGH 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 write to Debbie Walton – Operations Manager with your opt-out wishes.

## **If I opt-out of data streaming, will that automatically opt me out of the SCR, 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.

If you have already opted out of the SCR, 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, 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.

## **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 to your GP record.

When this code is present in your GP record, it 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.

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 opt-out does not prevent these programmes in any way.

Nor will an opt-out prevent you from taking part in medical research, with your explicit consent.

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.

## **Data Processors**

Ainsdale village Surgery 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**

Occasionally we will request that Docmail Ltd 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.

**The registered Data Protection Officer for the surgery is The Midlands and Lancashire Commissioning Support Unit – Information Governance Service**

Contact [MIcsu.ig@nhs.net](mailto:MIcsu.ig@nhs.net) Telephone: 01782 872648

## Secure online access to your GP medical record

Patient Access is the name of the software module offered by GP surgeries (such as Ainsdale Village Surgery) 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 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 Southport & Formby District General 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 Ainsdale Village Surgery and we can instantly disable the existing login credentials and issue you with new ones.

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 Ainsdale Village 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 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
- 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 have any combination of the above, opting out of any particular data sharing schemes, and/or opting in to any that you wish to.

If you have any questions at all relating to your Medical Records and the General Data Protection Regulations then please ask to speak to the Operations Manager – Debbie Walton.



## OPT OUT FORM – MEDICAL RECORDS Ainsdale Village Surgery

**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)

- I would like to opt-out of the Summary Care Record  
Please could you add the relevant read code 9Ndo 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 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.

**A: PLEASE COMPLETE IN BLOCK CAPITALS:**

Title: ..... Surname: .....

Forename(s): .....

Address: .....

Postcode: ..... Phone No: .....

Date of Birth: .....

NHS Number (if known): .....

Signature: .....

**B: If you are filling out this form on behalf of another person or a child, please ensure that all details in Section A & B are completed.**

Your name: .....

Your Signature: .....

Relationship to Patient: .....

Date: .....

**What does it mean if I do not have a Summary Care Record?**

NHS Healthcare staff caring for you may not be aware of your current medications, allergies that you suffer from or any bad reactions to medicines that you have had, in order to treat you safely in an emergency.

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FOR AVS USE ONLY: Actioned by Administrative Staff: Yes/No (please delete as appropriate)

Date: ..... Please add Read codes relevant to boxes ticked (as above)