Psychiatrist for Children Privacy Policy

Our contact details

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Psychiatrist for Children

www.psychiatristforchildren.co.uk

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The type of personal information we collect

We currently collect and process the following information:

- Your contact details
- Any reports that you send us
- Information you provide during the course of Assessment/Appointment
- Reports of online questionnaire you complete
- The prescriptions issued
- Results of tests carried out for diagnosis and treatment
- Letters and discharge summaries from other teams
- Any test results
- Consent forms
- Clinical letters/assessment reports
- Communication we have whether over email or phone via progress notes to summarise the consultation
- Emails from yourself or other third parties

Your rights over your personal information

As an individual you have the following rights in relation to your personal information:

- Rights to be informed – as a data controller we are required to inform individuals when their information is collected. We will ensure we update any document regularly.
- Right to access your personal information – you have the right to access your own personal information, as well as information relating to processing activities and receive a copy. It is called Subject Access Request. Please contact us if you wish to see your notes.
- Right to rectification – Please inform us if any of your personal data is not correct and we will amend it as soon as possible.

Why we need to use your personal information

- As healthcare professionals who provide you with care, we have a duty to maintain your health care records and any treatment you previously had. This helps to give you the best support and treatment. It will be used to contact you, your GP and third parties. It will ensure that the care that we provide is recorded appropriately and therefore will be able to retrieve it without any errors to your care. Some of that information will be used for the purpose of clinical audit purposes which is used to maintain and help our services and identify any areas of improvement.
- We need your personal and confidential information in order to provide you with healthcare services and under the UK GDPR we will be lawfully using your information in accordance with the following legal bases:
- *Article 6 (1)(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.*
- *Article 9 (2) (h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems.*

Psychiatrist for Children also considers the following:

- Consent – We would obtain freely given, specific, unambiguous, and explicit consent to process your personal data for certain purposes
- Contract – The processing is necessary for a contract we have or wish to enter into.
- Legal Obligation – The processing is necessary for us to comply with the law
- Vital Interest – The processing is necessary to protect someone's life
- Public Interest – The processing is necessary to perform a task in the public interest or for official functions and the task or function has a clear basis in law
- Please also be aware if there are safeguarding concerns then data may be shared to protect the adult or child who safety is a concern to the healthcare professionals.
- Conditions where we might have to share information: cooperate with regulators such as the CQC, comply with legal obligations such as court order information, dealing with disputes made, dealing with any risk to public health.

How we maintain confidentiality of your records

- We are committed to protecting your privacy and will only use information collected lawfully in accordance with relevant legislation, regulations, and directives, including:

- Data Protection Act 2018
- The UK General Data Protection Regulations (UK GDPR)
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012

- Records Management Code of Practice 2021
- Department of Health Publication "Information: To Share or Not to Share"
- We have the legal obligation to keep information about you confidential.
- We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e., life or death situations), where the law requires information to be passed on and/or in accordance with the information sharing principle following Dame Fiona Caldicott's information sharing review ("Information to share or not to share") where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework advocated by the Caldicott Principles. (https://www.ukcgc.uk/manual/principles)
- In certain circumstances you may have the right to withdraw your consent to the processing of data. Please contact us if you wish to withdraw your consent. In some circumstances we may need to store your data after your consent has been withdrawn to comply with a legislative requirement.

How long we store your information for

- When storing your personal information, we ensure, as required under UK Data Protection legislation, that we keep your information for the required timeframes and given the nature of the services we provide, we adhere to the NHS Records Management Code of Practice for Health and Social Care and national archives requirements. Adult Mental Health Records are required to be retained for a period of 20 years or 10 years after death with child records retained until the 25th birthday (or 26th birthday if young person was 17 years of age when treatment ended).
- More information on the relevant retention periods can be found in the NHS Records Management Code of Practice 2021.

How we store your personal data

- We keep your personal data in a secure patient file. E-mails or attachments will be transferred there once appropriate and any notes will be stored there for information. This file will be password protected. Any handwritten notes or additional paperwork and print outs will be locked away and not accessible and shredded after the appropriate time.

- We use a practice management software called Medesk to send out patient letters, keep patient records and sent your appointments and invoices. We also use this service for Telemedicine purposes. We also send out outcome questionnaires using Medesk. Medesk uses a secure encryption to ensure your data is protected.

- In addition to Medesk we also use a software called Novopsych www.novopsych.com.au to send outcome questionnaires. Your name, DOB, gender

and e-mail address will be stored on Novopsych. Novopsych uses a secure encryption to ensure your data is protected. Novopsych offers a service called Novonote, which facilitates the ability to voice note and it will change my spoken words into a document, this I use at times, however it will not be saved anywhere and no records of it will be on Novpysch.

We are registered with ICO, please find their information below:

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk