

# The Rowans Surgery

## Privacy Notice

### Who We Are

The Rowans Surgery is a GP surgery that operates under an APMS contract. To provide the best quality healthcare to our patients we, like all other GP surgeries, need to hold personal information for all our patients. In this Privacy Policy, we've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

### Types of data we collect

At registration with us we record your contact details, including address, phone numbers and email address. Further information is recorded whenever you come to the practice to see a GP or nurse. All this information is held in your medical record. We will only use this information in the course of direct patient care. By this we mean that we will send text reminders for appointments and for health campaigns such as flu jabs. We will send information to you about the practice in the form of newsletters and other communications, such as patient surveys. We will never share your information with any other organisation other than for a direct healthcare reason such as a referral to a specialist in a hospital or other healthcare provider.

### Access to your personal information

You are entitled to have access to your medical records. We now do this free of charge by providing patients with on-line access via our IT system's "Patient Access" utility. Please ask at reception if you wish to have the ability to access your medical records on-line. You will need to provide picture ID before we grant you access to your records on-line. You will be able to print your records if they are required by a third party, such as an insurance company or solicitor. Requests for access can be made in person, by email at [merccg.correspondenceh85035@nhs.net](mailto:merccg.correspondenceh85035@nhs.net) or via our website at [www.rowanssurgery.co.uk](http://www.rowanssurgery.co.uk).

### Changes to this Privacy Notice

This privacy notice was last up-dated on 22<sup>nd</sup> May 2018 and will be reviewed every 12 months

