

SHAP MEDICAL PRACTICE

Privacy Notice for Children

Review date:	Reviewed by:	Approved by:	Comments:
27/12/2023	Wendy Hancock	Wendy Hancock	
15/05/2025	Wendy Hancock	Wendy Hancock	Added GDPR information
08/06/2026	Wendy Hancock	Wendy Hancock	Slight change to the wording to be closer to ICO's children's transparency guidance

Introduction

This leaflet explains why Shap Medical Practice collects information about you, how we keep it safe and private, and how we may use that information. We've tried to write this in a way that's easy to understand, so if anything isn't clear, just ask us!

Shap Medical Practice is responsible for looking after your information and making sure it is used properly and kept safe.

Why do we collect information about you?

Doctors, nurses and other healthcare staff need to keep a record about your health and any treatment that we give you. This is called your GP record. It helps us take care of you properly, whether you're feeling unwell or just having a check-up.

Most of the time we use your information to look after your health and help you stay well. Sometimes we may also use information to help improve NHS services, protect people from serious diseases, or when the law says we must.

What do we record?

Every time you see a doctor or nurse—either at the surgery or somewhere else like hospital—we make a note of it. Here are some things that might be in your GP record:

- Your name, address, and details about who looks after you (like your mum or dad)
- Your phone number, email address (if you have one), and other ways we can contact you
- Notes from your visits with a doctor or nurse
- Information about medicines you take
- Results from tests such as blood tests, scans or x-rays
- Information we receive from hospitals and other NHS services involved in your care

How do we keep your information safe?

All your information is kept on secure computer systems.

Only people who need your information to do their job are allowed to see it. This may include doctors, nurses, healthcare staff and some administrative staff who help provide your care.

We work hard to keep your information safe and secure and use systems designed to prevent unauthorised access.

Using phones and emails

If you're old enough to have a mobile phone or email address, we might use those to contact you about your healthcare. For example, we may send appointment reminders or information about your treatment.

We will only use your contact details in ways that are appropriate and allowed by law.

If you do not want us to contact you in a particular way, please let us know and we will discuss the options with you.

Who do we share your information with?

We do not share your information with just anyone. Sometimes we need to share information with other people who help look after your health.

For example:

- If you are referred to a hospital or another NHS service, we may send them information to help them care for you.
- If you need treatment somewhere else, such as A&E or an out-of-hours doctor, healthcare professionals involved in your care may be able to see important information from your GP record so they can help you safely.
- If we are worried that you or another person is being harmed or is not safe, we may need to share information with people who can help protect you.
- If you have an illness that could spread to other people, we may need to share information to help stop it spreading.
- Sometimes the law says we must share information, for example with a court or other organisation that has legal powers to request it.

Whenever possible, we will explain what information is being shared and why.

Your Rights and the Law (GDPR and Data Protection)

There are special laws called the UK GDPR and the Data Protection Act 2018. These laws help protect your information and make sure it is used properly.

You have rights over your information. Depending on your age and understanding, you may be able to:

- See a copy of your information
- Ask us to correct information that is wrong
- Ask questions about how we use your information
- Tell us if you have concerns about how your information is being used

As you get older and understand more about your healthcare, you may be able to make decisions about your information yourself. We will talk with you and decide this based on your understanding and ability to make decisions, not just your age.

Apps and Online Access to Your GP Record

You or your parent/carer may be able to use online services, such as the NHS App, to book appointments, order repeat prescriptions and look at parts of your GP record.

These services are protected and designed to keep your information secure.

As you get older, you may be able to have your own online access to your GP record if you understand what the information means and how it should be used. If you would like to know more, please ask us.

Information from Hospitals and Other NHS Services

We can see some information from hospitals and other NHS services that are involved in your care. For example, if you attend hospital for an x-ray or treatment, information about that visit may be shared with us.

This helps us make sure we have the right information when caring for you.

If you have questions or concerns

If you have any questions or worries about your information, please speak to us. You can talk to:

- Your doctor or nurse
- A member of the admin or reception team
- The Practice Manager or Deputy Practice Manager
- Our Data Protection Officer, who helps make sure information is kept safe and used properly

If you are unhappy about how we use your information, please tell us so we can try to help.

You also have the right to complain to the Information Commissioner's Office (ICO), which is the organisation responsible for protecting people's information rights in the UK.

You can also call us on 01931 716230 or email us at nencicb-cu.smp@nhs.net.