



CONFIDENTIALITY

Staff at the Sele Medical Practice observe and are bound by a strict confidentiality code. We understand that all information about patients held by the Sele Medical Practice is strictly confidential, including a particular patient having visited the Primary Care Centre. We also understand that the duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person.

Everyone working for the NHS has a legal duty to maintain the highest levels of confidentiality about patient information. We will not disclose identifiable personal information learnt in the course of our work about patients or the practice to anybody outside the practice. If we need to share information about you either within the NHS or to others outside the NHS we will normally have your consent because it will have been discussed with you. However, in some circumstances we may share information without your explicit consent, if it is considered in your best interest to do so. This enables organisations to all work together for your benefit. When information is shared, care will be taken to ensure correspondence, faxes, emails and telephone calls are directed to the correct person or persons and sent in a confidential manner. Anyone who receives confidential information about you is also under a legal duty of confidence.

We understand information should be disclosed on a need to know basis only even within the practice and care should be taken when visitors are on the premises. Where possible, computer screens will be turned away from view to avoid disclosure of information to unauthorised persons and care will be taken to avoid details being overheard during conversations.

We will only give your relatives, friends and carers information if you want us to.

Our guiding principle is that we hold your records in strict confidence, in perpetuity.

In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after formal authority has been given by a qualified health professional. There are a number of examples for this including to protect the patient or others, notification of new births or infectious diseases or if a formal court order has been issued.

We are constantly striving to improve our service to patients and frequently undertake audits and reviews to evaluate our care and identify any areas for improvement or change. We need to use real patient data for these audits and where possible use anonymous information. If patient identifiable data is required it is used on a need to know basis only even within the practice.

If you require further details please see our Privacy Notice displayed in the waiting room or ask for a copy at reception.

If you ever feel a breach of confidentiality has been made by a member of staff, please contact the Business Manager.

March 2024