Privacy Notice

Dr Mohan S Saini & Dr Jessy Saini

Soho Road Health Centre

247-251 Soho Road

Handsworth

Birmingham

B21 9RY

**Important Notice to patients and other organisations !**

Please Note the Surgery address is part of a NHS Property Services Building and this building is shared with many other NHS services including other Doctors Surgeries.

Please ensure that when contacting our surgery, you use the correct surgery details included in this document, email, telephone number, and always address any letters to Dr Saini & Saini and include the name of the person you wish to contact.

Our Contact Details

Dr M S Saini & Saini – Soho Road Health Centre, 247 251 Soho Road, Handsworth, B21 9RY.

Tel: 0121 203 5030

Email: [M85757.sainim@nhs.net](mailto:M85757.sainim@nhs.net)

Surgery Website: [www.sainimedical.co.uk](http://www.sainimedical.co.uk)

Any queries regarding your data please contact: Mr Mike Finnegan – please use the above email and address your email for the attention of Mr Mike Finnegan.

What Type of information we have

As your Doctors surgery we must keep all your personal contact details such as your home address, your home telephone number, your mobile number, your NHS number, your email address, and in some cases contact details of family members, such as carers, Parents and siblings. This is known as your registration details, we also keep your medical/clinical information, this includes every time you come to the surgery and make contact with us, including reception staff to book appointments and Doctors and Nurses and other health professionals involved in your care. This means that every time you speak to a Doctor details of that conversation/consultation is recorded.

How we get the information and why we have it

When you register with our Doctors Surgery you are asked to complete a GMS1 form, this form is a NHS registration form all patients must complete one, we get from this form all the contact details you have provided to us on that form. We use this information to ensure we can contact you for your regular health checks and reviews, and to ensure that in a emergency we can contact you.

What we do with your information

At during your care period with our surgery, it may be necessary for the Doctor to request test & Investigations, make referrals, report issues of concern or complete documents on your behalf such as insurance or financial documents or medicals assessments for work purposes. All types of information sharing are always done with your consent. The information may be shared where appropriate with any relevant health professionals involved in the delivery of your care such as Hospitals, Other Community services, Midwives, Hospital laboratory services in the community, and other organisation you may from time to time consent for us to do so such as, solicitors, financial organisations etc.

How we store your information

The information you give to us is entered into and stored in the surgery clinical computer system, this system is called the EMIS system. This system is linked to the NHS spine which is linked to Hospitals to create one complete medical record which can be viewed by Hospital Doctors when necessary for providing appropriate care to you either through a routine GP referral or in the unfortunate event of an emergency or an accident. You have the right to opt into your information being shared or you can also opt out of your information being shared.

Your Data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights however, depending on the size and amount of information you are requesting we may ask you pay for postage or if you require your information in a specific format we may ask for you to meet the cost of that. If you make a request, we have one month to respond to you.

How to complain

Should a situation arise where you are dissatisfied with any part of the care you receive from the surgery staff the Doctors, Nurses, or any issue relating to a request for information we hold about you, you have a right to complain. Should you wish to complain then please in the first instance write to the surgery at the address detailed in this document. In any circumstance regarding your complaint please address all correspondence to Mr M F Finnegan, and please give as much detail as possible, Mr Finnegan will respond to you in line with the NHS Complaints procedure, and where appropriate following the checklist provided by the ICO.

**If following that process you are *not* satisfied…**

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

**The data protection complaint response check list**

☐ We have fully investigated the data protection complaint made by our customer.

☐ We have referred to and used ICO guidance to help us respond and deal with the issues raised.

☐ We have taken the accountability self-assessment to assess if we are currently meeting the ICO’s expectations.

☐ We have provided a detailed response to our customer, including:

* an explanation of the parts of the legislation that apply to the complaint;
* if something has gone wrong - an explanation of what we have done to put it right, including offering compensation, if it’s appropriate;
* if we have complied - an explanation of the parts of the legislation that allow us to process information in the way we have done; and
* where appropriate, sending a final response or deadlock letter (see below).

☐ We have done what we can to prevent a complaint from being escalated to the ICO.

☐ If a complaint is raised with the ICO we can show that we have:

* complied with the legislation;

* engaged with our customer in line with the accountability principle in the legislation;
* acted to improve our processing; and
* corrected any shortcomings.

**Final response letter**

You should make it clear to individuals when you have done everything you can to resolve their complaint. This could involve you issuing a final response or deadlock letter. This will set out what you have done to address the complaint in detail, and next steps.