



## PRACTICE NEWS JUNE 2018



### Protecting your Data (GDPR)



The General Data Protection Regulation (GDPR) is an EU Regulation which will be directly applicable in the UK from 25 May 2018.

#### What you need to know

The GDPR and Data Protection Act 2018 replace the Data Protection Act 1998 with an updated and strengthened data protection framework, however, the key principles of the original Act remain unchanged. The most relevant changes for GPs in their role as data controllers are highlighted in the below.

#### Key changes under GDPR

- Compliance must be actively demonstrated, for example it will be necessary to:
  - keep and maintain up-to-date records of the data flows from the practice and the legal basis for these flows; and
  - have data protection policies and procedures in place.
- More information is required in 'privacy notices' for patients.
- A legal requirement to report certain data breaches.
- Significantly increased financial penalties for breaches as well as non-compliance.
- Practices will not be able to charge patients for access to medical records (save in exceptional circumstances).
- Designation of Data Protection Officers

The practice complies GDPR and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g. for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.



Free, safe and anonymous online support for young people

Friendly  
counsellors

Self-help

Community  
support

Kooth is an online counselling and well-being support service for children and young people aged 11 to 25 years in Bolton. The service is available online 365 days a year by creating an account. Kooth has a chat service available Monday – Friday 12pm – 10pm Saturday – Sunday 6pm – 10pm. Chat calls can be booked in advance. For more information visit their website at [Kooth.com](http://Kooth.com)

## New Services

Dr Lyon & Partners will have a dedicated MSK practitioner and a Mental Health Practitioner available in surgery to provide treatment and support for our patients.

We also have Aysha one of our Practice Nurses who specializes in Diabetes Management.

Patients contacting the surgery to book an appointment will be asked for a brief reason why they require an appointment so our dedicated reception team can book the appointment with the appropriate member of the Practice clinical team.

### HAVE WE GOT YOUR CORRECT CONTACT DETAILS?

**We are currently updating our records. We may need to contact you in an emergency regarding test results, cancellation of an appointment, or about your medication. To ensure we have the correct contact details for you, we would be grateful if you could inform reception of any changes to your address, home telephone number or mobile number. This will ensure that your records are up to date.**