

INFORMATION ABOUT YOUR MEDICAL RECORDS
(PRIVACY NOTICE FOR CHILDREN AND YOUNG PEOPLE)

**The way we look after information about you is governed by a law called the
General Data Protection Regulation (2018)**

**For more information, ask a grown-up like your Mum or Dad to look at the main Privacy
Notice**

This explains why we collect facts about you about you and how we use these facts.

Who we are

Mr Peter J Robb is the ear, nose and throat doctor looking after you.

Mr Robb is in charge of keeping facts about you safe and not sharing these facts with anyone other than people helping to look after you.

Clair Richardson is Mr Robb's assistant who helps him running his office and manages his practice.

You can get in touch with us in different ways:

Telephone: 01372 275161 option 4

Email: clair@surreymedicalgroup.co.uk

Address: Mr Peter J Robb
Consultant ENT Surgeon
Ashtead Hospital
Ashtead KT21 2SB

Why we collect facts about you:

We collect facts about you and your health to help look after you.

What facts we collect

We need to know where you live and how to contact you and your parents or guardian. We also need to know about your health and medicines you take. Your own doctor (GP) or nurse usually writes to us about these, so we can look after you better.

We also need to know who the adult is responsible for you.

We need to know about your health, treatment and care and results of medical tests, such as x-rays, scans and blood tests.

Other doctors, nurses and people looking after you may also tell us about you, so we can help look after you.

The hospital where you come for your treatment will also keep information about you and look after it safely in the same way as we do.

How we use facts about you

We keep this information about you on a computer and on paper records.

We are very careful to keep your own information safe and private from anyone who should not know about it.

We never tell anyone about you unless we need them to help look after you. If you are under 16 years of age, your parent(s) or guardian is allowed to know how we are looking after you.

If you are over 16 years of age, we do not have to tell your parent(s) or guardian if you do not want us to but is it better if they also know how we are helping you.

Why are we allowed to have and use this information?

We need this information to help look after you.

Looking after you is part of a legal agreement or contract

We will only use this information for your health care and not to send you advertising or share your information with other people.

We also need to know who to ask for payment for your care.

We might need to share your information with other people if required by law.

We need to share information with your insurer to be able to charge for your care.

Audit

We sometimes collect information about how your treatment went to know that we are doing well, and if not, how to improve things; this is called clinical audit. If we share this information it will be anonymous, so no-one will be able to know it is you.

We also have to share information about your care with the Private Healthcare Information Network (PHIN). This is to make sure your care is safe when you are looked after in a private hospital

How long do we keep facts about you?

By law, we have to keep your records until you are 25 years of age.

Can I see the facts you have about me?

You or your parent/guardian (if you are under 16 years of age) can write to Mr. Robb asking for a copy of your medical notes.

We might require identification from the person asking for this information, so we know they are allowed to have the information about you.

We will write back within one month.

If your medical notes contain personal facts about other people, we will remove this information before sending your copy.

If there are any mistakes in your records, we will correct these.

How we contact you

If you are aged 16 years or older, we can write to you directly or email you either to your email account with your written consent. It is safer if we send you a secure email that you have to open with a password; this is safer to stop others being able to read it if your email account was hacked.

If you are younger than 16 years of age, we will generally contact your parent or guardian.

We also use the telephone to contact you and will make sure it is you or your parent before we share personal information.

If you are unhappy about your records and how we keep them safe

Please contact Ms. Clair Richardson, Practice Manager.

If you are still unhappy following a review by Mr. Robb, you can contact the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

The ICO are in charge of making sure people records are kept properly.