**Confidentiality Policy for Barnfield Hill Surgery**

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| **Summary Information/Record of Approval** | | |
| *Policy Area:* | Operational | |
| *Originated by:* | Zoe Trevascus, Practice Business Manager | |
| *Signed, Lead of Review Group:* | Zoe Trevascus | *Date: 14.10.2019* |
| *Signed,* |  | *Date:* |

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| **Document History** | | | | |
| **Version** | **Date** | **Version Created By:** | **Version Approved By:** | **Comments** |
| V1 | 14.10.2019 | ZT | TBC | Initial Policy |
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## Policy Overview

### The reasons for the Policy:

* All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required when somebody is at grave risk of serious harm).
* All information held by Barnfield Hill Surgery about patients is confidential, whether held electronically or in hard copy;
* Other information held by Barnfield Hill Surgery (e.g. staff records, financial matters and business activities) is confidential;
* Staff and visitors will, by necessity, have access to such confidential information from time to time.

## Applicability

The policy applies to all Barnfield Hill Surgery Employees and Partners, and also applies to other people who work at Barnfield Hill Surgery with a third party or attend a voluntary placement at Barnfield Hill Surgery e.g. Locum GPs, Non-employed nursing or clinical staff, students, visitors, Temporary Staff and Contractors (each of the aforementioned will be referred to as “Staff” throughout this document).

## Procedure

### The terms of the Policy:

* Staff must regard all patient information as confidential and must not, under any circumstances, disclose patient information to anyone outside the practice, except to other health professionals on a need to know basis, or where the patient has provided written consent;
* Staff must not, under any circumstances, disclose other confidential information about Barnfield Hill Surgery to anyone outside the practice, unless with the express consent of the Managing Partner or Practice Business Manager;
* Staff should limit any discussion about confidential information only to those who need to know within the practice;
* Staff must be aware of and conform to the requirements of the Caldicott recommendations;
* Electronic transfer of any confidential information, once approved by the Managing Partner or Practice Business Manager, must be transmitted via the NHSNet and password protected where considered necessary.
* Staff must take particular care that confidential information is not transmitted in error by email or over the internet;
* Staff who suspect a breach of confidentiality must inform the Practice Business Manager immediately to enable any data breaches to be reported to the ICO under GDPR;
* Any breach of confidentiality will be considered individually and the appropriate action taken. This can be a change in working practice and forms part of Group learning. Any deliberate or intended breach is considered a serious disciplinary offence and may lead to dismissal under the Groups Disciplinary Rules found in the Staff Handbook or access to IT systems revoked and removal from the premises.
* Staff remain bound by the requirement to keep information confidential, even when they are no longer employed or working within the practice as a third party.
* Computer access to both the clinical system and the practice computer systems will be strictly monitored, any misuse or sharing of confidential patient or business information will render the individual liable to any legal redress open the practice.

All employed staff will be required to sign as part of their employment contract a Statement of Terms and Conditions of Employment encompassing the Confidentiality Statement or as an addendum to their contract following any transfer, (i.e under TUPE).

All other people who work or attend a voluntary placement at any of the practices within Barnfield Hill Surgery e.g. Locum GPs, Non-employed nursing staff, students, visitors, Temporary Staff and Contractors will need to sign the confidentiality guidelines agreement below to say they have read and agree to be bound by the Practice Confidentiality Policy.

**Confidentiality Guidelines**

The purpose of these guidelines is to ensure that information coming into and kept by Barnfield Hill Surgery is only used for the purpose of providing care to patients and for the usual business activity of Barnfield Hill Surgery . Failure to ensure this happens may damage the trust patients’ place in their doctor, nurse or any other member of staff with responsibility for their care. Civil action may be taken by a patient for breach of confidentiality as well as the possibility of proceedings being brought by the (Information and Commissioners Office, (ICO) under GDPR for any data breaches.

Barnfield Hill Surgery view confidentiality of information regarding patients, partners, staff and Practice business activities as imperative. Any deliberate breach of confidentiality is a disciplinary offence and is an example of gross misconduct which may result in dismissal under the Group Disciplinary Procedure or removal of any placement / agreement for use of clinical spaces provided.

The Practices duty of confidentiality can be breached by:

* Members of staff seeking to view, or viewing information about a patient not needed to carry out their duties.
* Information about a patient being passed on to Barnfield Hill Surgery staff not directly involved in the care of that patient.
* Information about a patient being passed on to any person outside the Barnfield Hill Surgery without the patient’s authority.
* Addresses, telephone numbers and patient data should not be divulged. In the case of an urgent message, the caller’s name and number should be taken and the message passed on to the appropriate person.
* Care must be taken when giving information over the phone, via email or in person. The caller must be identified with correct date of birth, address. When handing over prescriptions or other documentation, always ask for the address etc. to check if details match with those of the person collecting.
* Unauthorised disclosure of personal information stored by the Practice in any form, including paper and electronic records is a breach of the **General Data Protection Regulations 2018** and as such is unlawful.
* Unauthorised disclosure of the Practice activities, policies and information in relation to the Practices business activities is prohibited and will result in legal action and the revoking of any rights or agreements to access the practice.

If you are ever in doubt about any matter concerning confidentiality seek advice from the Practice Business Manager

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| **Declaration**  **I confirm that I have read and understand these guidelines:**  **Signed:** ………………………………………………..…………  **Date**: …………………………………………………………… |