

## Patient Satisfaction

HUC may use your details to contact you with regards to our anonymous patient satisfaction surveys relating to services you have used provided by Herts Urgent Care. This is to monitor and where possible improve the way we provide healthcare to you and to other patients.

## Your right to withdraw consent

At anytime you have the right to refuse/withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

## Further Information

To learn more about how we use your information, please speak to the healthcare professionals providing your care. If you require further information then this can be requested by contacting [dpo@hertsurgentcare.nhs.uk](mailto:dpo@hertsurgentcare.nhs.uk)



## Subject Access Requests

Patients may request sight of their own records by contacting Herts Urgent Care  
[dpo@hertsurgentcare.nhs.uk](mailto:dpo@hertsurgentcare.nhs.uk)

## Information Commissioners Office Registration Details

**Registration Number:**  
Z140226X

**Registration Expires:**  
22nd October 2020

**Data Controller:**  
Herts Urgent Care Limited  
**Address:**  
The Old Ambulance Station  
Ascots Lane  
Welwyn Garden City  
Hertfordshire  
AL7 4HL



## Privacy Notice for Patients

### Why we collect information about you

Herts Urgent Care (HUC) keeps records about the healthcare and treatment patients receive. This helps to ensure that patients receive the best possible care from us.



## How we keep your records confidential



Everyone working for the NHS and companies associated with this such as HUC must comply with the Common Law Duty of Confidence. This means that information you provide to the organisation in confidence will only be used for the purposes explained to you and to which you consented, unless there are other circumstances covered by the law.

HUC is required to comply with the NHS Code of Conduct on Confidentiality. This means that all our staff are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All our staff and clinicians are trained in information governance. The organisation holds information about you in accordance with the Data Protection Act 2018 and the General Data Protection Regulation 2018 (GDPR).

## How your personal information is used to improve your care

Your information will be used to

- Review the care we provide to ensure it is of the highest standard and quality, through audit or service improvement
- Ensure our services can meet patient needs in the future
- Investigate patient queries, complaints and comments

### Sharing Information with other NHS Organisations and Bodies

With your consent we will share your personal information with other organisations for healthcare purposes only. This may be with your General Practitioner (GP), District Nursing, Health Visitors for example as well as with local hospitals and ambulance services.

### Information sharing outside of the NHS

We may need to share information from your health records with other non-NHS organisations such as the Local Authority from which you are also receiving care. However, we WILL NOT disclose any health information to third parties WITHOUT your explicit consent unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.



We may also be asked by other statutory bodies to share basic information about you, such as your name and address, but not sensitive information from your health records. This would normally be to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice as required by the Data Protection Act 2018.

These non-NHS organisations may include, but are not restricted to:

- Social Services
- Education Services
- Local Authorities
- Police Service
- Voluntary sector providers
- Private sector providers