

What happens with the information recorded by GP+?

The information about your GP+ appointment will be recorded by Suffolk GP Federation and given to your registered GP Practice.

How we keep your records confidential

Suffolk GP Federation is funded by the NHS and has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted).

We will not share information that identifies you for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- When required or allowed in law
- We have special permission for health or research purposes e.g. if you have agreed to take part in a research trial
- It is in the public interest e.g. there is a risk of serious harm or crime

WE ALWAYS KEEP PATIENT RECORDS STRICTLY CONFIDENTIAL

Please give us your feedback

To give us feedback about your visit today please email or write to us:

Email:
feedback@suffolkfed.org.uk

Address:
**Suffolk GP+ Extended GP Access
Riverside Clinic
Landseer Road
Ipswich IP3 0AZ**

Website:
www.suffolkfed.org.uk



Provided by

GP FEDERATION

Extended GP Access



Patient Information Leaflet

**ACCESS TO SERVICE VIA
APPOINTMENTS ONLY**



This leaflet explains:

- Who we are and what we do
- Why we collect information about you and how it is used
- Your right to see your health records
- How your records are kept confidential

What is Suffolk GP+?

Suffolk GP+ is an NHS service delivered by the Suffolk GP Federation.

It provides access to GP appointments for patients on weekday evenings, weekends and bank holidays.

The service is for people with an urgent need to see a local doctor or who find it difficult to attend weekday appointments.

Suffolk GPs and Nurse Practitioners are delivering GP+ in Ipswich, Bury St Edmunds and other Suffolk locations. They have access to GP Practice patient notes with patient consent.

How are appointments made?

Patient appointments for GP+ are booked in one of the following ways:

- The patient's local GP practice
- NHS 111 medical helpline service
- Hospital Accident and Emergency departments
- Ambulance Transfer
- GP Out-of-Hours Service

Please note that no appointments can be booked directly with GP+.

Why we collect information about you

As a National Health Service provider, Suffolk GP Federation aims to provide you with the highest quality of healthcare. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as a GP+ appointment
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests etc.

We will:

- Discuss and agree with you what we are going to record about you
- Show you what we have recorded about you, if you ask.

How your records are used

Suffolk GP Federation is delivering the GP+ service. We will use your records to:

- Provide a good basis for all health decisions made with you at your GP+ appointment

- Make sure your care is safe and effective
- Work effectively with others providing you with care, such as your local GP

Others may also need to use records about you to:

- Check the quality of care you are receiving
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your healthcare
- Teach health workers
- Help with research

Some information will be held by Suffolk GP Federation for our records. We always ensure that individual patients cannot be identified.

Sometimes we may use information which has patient names on it for essential NHS purposes such as research. However, this information will only be used if you agree, unless the law requires us to pass on the information.

You have the right

You have the right to confidentiality. The laws which apply include the Data Protection Act 1998 (DPA) and the Human Rights Act 1998

You also have the right to ask for a copy of the records we hold about you. If you would like to receive a copy of the records please note:

- Your request must be made in writing to Suffolk GP Federation, for either an electronic or printed copy of the information held about you
- If you request a printed copy of the information, a charge of £10 will apply
- Suffolk GP Federation is required to respond to your request within 40 days and we will do so in writing.
- You will need to supply your full name, address, date of birth and NHS number
- You will be required to provide personal identification such as a driving licence or passport before any information is given to you.

If you object

You have the right to object to Suffolk GP Federation seeing your GP record.

If you choose to object, then the care you receive at your appointment with GP+ may be less effective because your full medical history will not be available.