

**Keeping your information safe.**

**Easy read booklet**

**Torrington Health Centre**

**New Road, Torrington, EX38 8EL**

**Tel: 01805 622247**

**Website:** [**https://torringtonhc.co.uk/**](https://torringtonhc.co.uk/)



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| **What is a privacy notice?**  The doctor’s surgery uses your information like:  Your name  Address  It has notes that doctors and nurses have written when you come in for appointments.  This helps them care for you well.  A privacy notice tells you how your information is used.  It helps to protect your information. | Name6  Address Street  GP Doctor 4  Information sign |
| **Why do we need a privacy notice?**  Your doctor’s surgery have to follow the law.  This means that you have the right to know how your information is used.  The doctor’s surgery make sure it is easy to understand.  This helps people know what happens to their information. | Law  Info Easy Read  Information sign |

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| **What is the GDPR?**  It is a new document that tells your doctor’s surgery what they need to do.  It makes sure your doctor, nurses and other staff follow the rules.  This will help keep your information confidential and safe.  Confidential means it is safe and only people who need to know will see your information.  This document is called the **General Data Protection Regulation.** | Plans  Rules  Confidential  Image result for gdpr |
| **How do you know about our privacy notice?**  You will see posters in the waiting room.  You will see leaflets that show how your information is used.  There will be information on our website. | Poster 1 - Event  Image result for easyread leaflets  Website |

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| **What information do we have about you?**  The doctor’s surgery keep information about you. This is to keep you healthy.  They will keep:  Your name  Address  Telephone number  Information about your family or carer’s  The appointments you have had with the doctors  Treatments you have had  Test results  Medication you are on  This helps the doctors and nurses to keep you healthy and well. | Information sign  Form Unfilled  Family 1  Place gp surgery  Blood Test 2Medication |

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| **How do we use your information about you?**  Your doctor’s surgery uses your information to make sure you get the best care.  Sometimes, they might need to share this information with the hospital.  This is so the doctors know who you are and what healthcare you need.  Your doctor’s surgery might be asked to help with research to make healthcare better.  This might mean talking to patients  Making the answers they get into charts  Then write a report  If they do, they will ask you if it is OK to share your information.  They might ask your family. | Yes  Share Information 2  Health Passport  Inclusive researchResearch chart 2  Reading Report  Thumb upShare Information 1 |
| **How do we keep your health information private?**  We keep it safe.  We follow the law.  We only tell people who need to know. This could be:  Your family  Your support workers  Other healthcare professionals  We only tell people who you have said is OK to know.  We follow the rules in the GDPR. | Law  Family 1  Jessica file3  Staff nurse  Consent form yes |
| **What if I have a long-term health problem?**  We share your information with other healthcare people.  They can then help you to get the right care for you. | Share Information 2 |
| **You can say Yes or No to sharing your information.**  You can say yes if you want to share your information.  You can say no if you do not want your information to be shared.  If you are under 16 your parents or adults who support you will say yes or no. | Yes  No 2  iPad Help 1 |
| **How do I see my health information?**  You can ask for your healthcare information at your doctor’s practice.  Do a ‘Subject Access Request’ and give it to your doctor.  This means you can see what is written about you.  If you are under 16 your parents or adults who support you will do the form. | Reception 3  Form white  Notebook2  Lesson Help 3 |
| **What do I do if I have questions?**  If you have questions you can:   1. Email the GP practice and ask them 2. Write to the GP practice 3. Ask to talk to the manager of the doctors | Image result for question mark  Email Write  Write Letter    Chat Manager 2c |

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| **What to do if you are not happy about how your information is looked after.**  We want you to be happy.  If you are not happy, you can complain.  If you want to complain, talk to the manager of the doctors.  If you want to talk to the authority you can contact:  Information Commissioner’s Office Wycliffe house Water Lane Wilmslow Cheshire SK9 5AF  Tel: 0303 123 1113 or 01625 545745  [www.informationcommissioner.gov.uk](https://ico.org.uk/for-the-public/raising-concerns/) | Happy  Lloyd 2  Complain  Social work 2  Write Letter  Phonecall2 |
| **Changes to our privacy policy**  We look at our privacy policy every year.  If we need to, we make changes to make sure we keep you happy. | Yearly  Improve |