

Fair Processing Notice 2017

Sharing of Information

Please read below for details of new ways of working in Crawley and new ways of information sharing that should help improve the care you receive.

Crawley Access Hub has been launched this year by a team of local GPs committed to improving the care of their patients through innovative solutions. The aim is to provide additional GP appointments through an appointment hub that can be made available to patients registered with practices in Crawley.

Sharing your data

In order to deliver services and improve the quality of care, Crawley Clinical Commissioning Group is working with the Crawley Access Hub to enable your clinical records to be accessed by doctors who are directly involved in looking after you, wherever you are seen. This would mean that, any person you see, with regards to your healthcare, could see your contact details and the notes made by other doctors or healthcare professionals about you and your health as well as other details such as test results. This would be enormously helpful to any healthcare professional involved in providing your care, so they may fully understand your health issues and any previous treatment you may have had.

Do you have to agree?

Your information will only be shared by people directly involved in your care. You can withhold your consent to sharing your information in this way at any time. You can let your GP practice know that you do not wish to allow others to view your records and this will be recorded in your notes. Should you attend any other services; you will always be asked for your consent before any nurse or doctor views your information at your appointment. You can change your mind at any time.

Information security

The duty to protect your personal information and confidentiality is very serious and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

There are robust security (Information Governance) policies and procedures to ensure safe and appropriate use of information wherever you are.

You can request a copy of your records at any time. Please speak to a member of the reception team and they will advise you as to how you can do this.

We have prepared some Frequently Asked Questions with answers and if you would like a copy please request this from Reception.