

## How are my records kept confidential?

Records kept electronically can only be seen by those who need to for the job they do. Written health records are stored securely when not in use. Only those staff who need to see your records can do so and have a legal duty to keep any information about your confidential. This is reinforced in professionals codes of conduct and built into out staff contracts. Policies are reviewed on a regular basis and any changes brought to the attention of the team.

There may be times when you receive care from other organisations such as hospitals. Its possible that we may need to share information about you so we can all work with you to work out what is the best care for you. We only ever use or pass on information about you if others involved in your care have a genuine need for it.

We do not disclose information for non-healthcare purposes without your permission, unless there are exceptional circumstances, such as when the health and safety of others is also a risk or where the law requires us to pass this information. Anyone who receives information from us is also legally obliged to keep it secure and confidential.

We are required by law to report certain information to relevant organisations. This is only done when formal permission has been given by a qualified professional, such as a formal court order or when safeguarding issues or a serious crime are suspected.

We abide by the department of health guidance on how long we should keep your records once you have been discharged from our care.

We do not transfer patient information overseas.

## Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving– its good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear form you.

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[www.bellegrovedentalsurgery.co.uk](http://www.bellegrovedentalsurgery.co.uk)

You have the right to complain to the Information Commissioner's Office (ICO) if you wish to. The head office contact details are:

Wycliffe House  
Water lane  
Wilmslow  
Cheshire SK9 5AF  
Tele: 0303 123 1113 or 01625 545745  
Email.: [casework@ico.gsi.gov.uk](mailto:casework@ico.gsi.gov.uk)



# GDPR (GENERAL DATA PROTECTION REGULATION) WHAT HAPPENS TO THE INFORMATION YOU COLLECT ABOUT ME?

Working with



## What information do you collect about me?

A health professional caring for you will keep a record about your health and any treatment and care you receive. This helps to ensure you get the best possible care from us and that you continue to receive the support you need when others, such as hospital consultants or other specialists, who may become involved in care. Your records may be written down or be on a computer.

Your records may contain:

- Basic details about you, such as name, address, date of birth & next of kin.
- Other information that you agree to provide.
- Contact details of other health professionals you chose to provide us with, for example information from a previous dentist maybe or from a hospital visit?
- Details and records about treatment and care you receive.

## How does this help me?

Your records are used to guide the care you receive to ensure that:

- Professionals involved in your care have accurate and up-to-date information to assess your health and determine your needs.
- Full information is available should you see another healthcare professional or be referred to a specialist elsewhere.
- Any concerns you may have about your care can be properly investigated.
- We understand the type and quality of care you receive and use this information to make sure we provide the best possible care for you and others in the future.

## Why might we share your information?

We may need to share your information with other healthcare professionals, such as specialist clinics or hospitals, to make sure you get the best possible care. We would always aim to discuss this with your first.

## How does my information help?

We may also look at your basic information to help us to:

- Review the care we provide to ensure we keep to our very high standards.
- Understand the health needs of our patients and plan service improvements.
- Make sure our services can meet your needs in the future.
- Investigate complaints, legal claims or untoward incidents.
- Teach & train healthcare professionals.

Organisations that we might share information include our commissioners and social care.

The identity of an individual will remain confidential except where identification is essential, for example when we audit individual care or investigate a complaint.

**Having information about you makes it easier for us to care for your needs in the best way possible.**

## How can I access my records?

The data protection act allows you to find out what information is held about you and applies to your health records.

If you want to see your records or get a copy you should write or e mail the surgery requesting to do so. Please forward such correspondence for our Practice Manager, Karen King.

However there are certain types of information about you, that you cant see:

- Information that may cause serious harm to you or other people.
- Information from a third party that we do not have their permission to pass on.
- Where it would be unlawful to disclose information, such as during legal proceedings.

**We may phone or text you to remind you about your appointment or ask for feedback on our services.**

## What if my information is wrong?

If the information we hold about you is wrong, you can ask for it to be put right. It is important to us that your information is up to date. The dentist you see should check and confirm your details such as your address and GP especially if it is some time since we last saw you.

If you have any concerns about the information we hold about you or how it is used, please raise this with your dentist or Practice Manager in the first instance.