Under 16 – Privacy Notice

This notice explains why Newport Health Centre ('The Practice') collects information about you, how we keep it safe and private, and how we may use that information.

1. **Why do we collect information about you?**

Our clinicians (doctors, nurses and other healthcare workers) must keep a record about your health and any treatment that we give you. This is called your "GP record" and helps us to really look after you.

Your GP record is only used to help our teams keep you well and make you better when you are not so well.

2. **What do we record?**

We keep a record of every time that you see someone at the surgery, as well as times that you have been seen somewhere else, such as in the Accident and Emergency department of a hospital.

We keep a record of:

- Your name, address, and information about those looking after you (such as your parent or guardian)
- Your home telephone and mobile number (if you have one), and your email address
- Details of the times that you saw a clinician, here at the surgery and at other places
- Any tests that you have had (such as an x-ray or blood test)

3. **How we keep your information safe and private?**

Your GP record is kept on a secure computer system. Only those who need to can look at your information. No one else.

We have steps in place to make sure our systems stay secure and are in line with governmental law and legislation.

If you are old enough to have a mobile phone, or an email address, then we will only use that to contact you when it's about "medical stuff" like reminding you about an appointment that you might have to see your doctor at the surgery. If you don't want us to text you anything at all, then just tell us and we will make sure that doesn't happen.

All your information is private, and we won't tell anyone else about it unless they are also looking after you. And only then we'll only tell them if they really need to know about it. Even those at the Practice – if they look at your GP record, they aren't allowed to tell anybody not involved in your care that information.

But sometimes we have to tell other people about stuff in your GP record – if by law we are required to, we will share your information. Similarly, if the police request your GP record, we will have to share it with them as well.

If you're ill, and that illness could be spread to those around you, then we might need to let the right people know so that they can try to make sure that no one else catches that illness as well.

And sometimes we have to tell other people if we are worried that you, or someone else in your family, could be in danger.

Whenever we can, we would always tell you if we were going to tell someone else about you and GP record.

Some other medical places, such as the Accident and Emergency department at the hospital, or other doctors and nurses that you might see when the Newport Health Centre is closed, can access your information, but not without your parent/guardian's permission first.

You always have the right to say no to other services accessing your GP record – just let us know and we can update your record.

4. Other Services

Our clinicians can also see some of your hospital records, for example if you break a bone and get an x-ray at the hospital – that information may be shared with the Practice. This information can be very useful for when we see you next.

5. Any Questions?

If you have any questions, then please ask someone at the surgery – you can add us on WhatsApp (+44 1983 522060), give us a call or pop in to the surgery. Or if you'd prefer, have a chat with your parent/guardian.