

Children's Privacy Notice

Willows Health is the trading name for Willows Group Ltd. Willows Group Ltd is a group of 11 GP Practices: Willowbrook Medical Centre (including sub-branch Springfield Road Health Centre), Willows Medical Centre, Clarendon Park Medical Centre, Heatherbrook Surgery, Sayeed Medical Centre, Pasley Road Medical Centre, Dishley Grange Medical Centre (including sub-branch Hathern Surgery), Ar-Razi Medical Centre, De Montfort Surgery. All GP Practices are run by the same GP Partners. Each GP surgery is registered under Willows Group Ltd with the ICO.

This Children's Privacy Notice is a way of telling you about what happens to the information that your GP practice collects about you whenever you come to see us. It also tells you how we make sure your information it is kept safe.

What do we collect?

We collect information about you such as:

- Your Name
- Your birthday and year you were born
- Your address and contact information
- The name of the person who will generally bring you to your appointments
- The reason that you are coming to see us
- Any information that you or your family gives us
- Any other people we may need to send you to see to make sure you have the best care possible (such as hospital doctors, specialists etc.)
- What we do to care for you

Why do we collect it?

Your surgery's main purpose is to deliver healthcare to the people within this area.

We collect the data we need to care for you in the best way. We ask for your address so that we know where we can contact you. We ask for your date of birth as your age may be important to your care. Each time you come to see us we will write down things that you tell us, things that we tell you and any medicines we may need to give to you. That way, we can look back at what we have done for you to make sure we are treating you in the best way.

What do we do with it?

We keep the information we collect electronically and on paper. All of this information together is called your Health Record. When you first see us your Health Record will be given a number. Everyone's Health Record number will be different. Anyone involved in caring for you at Willows Health can see what has been collected. This way we can all make the right decisions about your care with all of the information you have given us.

Who do we share it with?

We will share the information we record about you with the doctors within the practice. That way they are kept up to date on what we are doing for you. Your parents/guardians should get a copy of any letters we send to your doctor about your care. We might share it with other health professionals involved in your care. We might share it with your school if we think it is important for them to know. If you have a social worker, we will share it with them too. If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people outside of the hospital - even if you don't want us to. This is part of our job to keep you and others safe.

We also need to share information with the Care Quality Commission who regulates healthcare providers. For more information click here on the link below:

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

Keeping your records safe

Everyone working in our practice understands that they need to keep your information safe. This is called keeping your information confidential or protecting your privacy. They have training every year to remind them of this. We tell them that they are only allowed to look at your information if they are involved in your care or to help us run our practice. They understand that they must keep any information safe. Especially the information that identifies you; this might be your name or address and anything you come to see us about. We are not allowed to give any of this type of information to anyone who shouldn't see it. This includes talking to them about it.

We sometimes might have Doctors and Nurses Students who are at University or College and want to work in a doctor's practice sometimes spend time with us. This is so that we can teach them how to look after patients and their families. They are also told how to keep information we collect safe.

Checking we are doing our best

All doctor's practices are checked by organisations to make sure they are treating and caring for patients and families in the best way they can. The people who inspect us may ask to see a small number of Health Records. They check that notes are written clearly and are kept safe to ensure that we are recording and storing your information safely.

How long do we keep the information for?

All doctor's practices treating children must keep their information for the rest of their lives and then for 10 years after you die. If we have an incident or complaint, sometimes we need to use patient information to help us investigate incidents, complaints or legal claims. If this relates to you we will make sure we let you and your parents/guardians know.

Am I able to see the information you collect about me?

Yes! As one of our patients you are able to see the records that relate to you and you only. You or your family will need to ask your doctor first though as there may be things that we would need to explain to you such as abbreviations or medical words.

Can I have a copy of my records?

Yes! Your parent/ guardian will need to write to us (they can email us) to tell us what they want to see - it may just be part of your record, for example, an x ray or a report. We will check they are who they say they are to make sure we are not sharing your information with anyone who shouldn't see it.

If I think some of my information is wrong can I do anything about it?

Yes! Your parent or guardian needs to contact The Practice Manager at the practice telling them what it is that you think is wrong.

If I'm unhappy with the way you've used some of my information can I do anything?

Yes! Let us know by contacting the Practice Manager, the person responsible for helping to run the practice, or you can contact the Information Commissioners Office.

We hope this notice tells you what you need to know about the information we collect about you.

If you want to know anything else, please contact the practice and we will make sure we listen you very carefully and look after your needs the best that we can.