

NHS Wales Shared Services Partnership (NWSSP) Primary Care Services

Privacy Notice (Patients)

1. Introduction

NHS Wales is made up of several health organisations that include NHS Wales Shared Services Partnership (NWSSP) who provide and manage many products and services on an All-Wales basis.

Primary Care Services is a division within NWSSP providing a range of support services to Health Boards in Wales that enable the provision of patient facing services in primary care, namely:

- General Medical Services
- General Ophthalmic Services
- Community Pharmacy Services
- General Dental Services

This is explained in more detail in sections 4 and 5 below.

This leaflet has been issued by Primary Care Services in conjunction with the Information Governance function within NWSSP to assist, explain and facilitate this process within NHS Wales.

2. Your rights

This leaflet covers your rights under legislation called the UK General Data Protection Regulation (UK GDPR) and explains how we use your information.

The information we give you about our use of your information will be:

- Brief, easy to read and easily accessible;
- Written in clear, plain language; and
- Free of charge.

3. What laws do we use?

The law determines how we can use your information. The laws we follow that allow us to use your information are listed below:

- UK General Data Protection Regulation 2018
- UK Data Protection Bill 2018
- Human Rights Act 1998

- Freedom of Information Act 2000
- Common Law Duty of Confidence - Confidentiality
- Computer Misuse Act 1990
- Public Audit (Wales) Act 2004
- Regulation of Investigatory Powers Act
- The National Health Service (General Medical Services Contracts) (Wales) Regulations 2023
- The National Health Service (General Dental Services Contracts) (Wales) Regulations 2006
- The National Health Service (Pharmaceutical Services) (Wales) Regulations 2020
- The National Health Service (Ophthalmic Services) (Wales) Regulations 2023
- NHS (Wales) Act 2006

Primary Care Services is the holder and user of your information in delivering the services described in section 5 (below).

4. Why do we use your personal information?

We use your personal information to:

- Ensure that you are correctly registered with a GP practice to receive clinical services.
- Ensure that claims for payment from GP practices, community pharmacies, dentists and opticians for providing services are valid.
- Undertake service evaluation using patient reported experience measures.
- Inform research projects using demographic information and/or outcomes.

This will be information that was provided by you when you:

- Registered with your GP practice.
- Received treatment from an optician.
- Received dental treatment.

The data that we use (for legitimate reasons and only when needed) includes your:

- NHS number
- National Insurance number
- Name
- Address
- Date of birth
- Gender
- Ethnicity
- Information (such as your entitlement to benefits) that indicates your eligibility to receive a service free of charge.

- NHS pharmacy or optical prescriptions that you had dispensed in Wales.

In certain circumstances (please see Section 5 below) we may also receive the paper copy of your GP medical record.

5. What is the purpose of processing the information?

Primary Care Services works on behalf of Health Boards to reimburse the following services for providing NHS services to patients:

- GP practices
- Community pharmacies
- Opticians
- Dentists

In order to calculate and validate payments to GP practices under the terms of the contract that they enter into with NHS Wales, we need to know:

- The number of patients who are registered with a practice
- Their age and gender
- Where they live
- Their eligibility to receive specific services.

Your GP practice may also ask us to store the paper copy of your GP medical record on their behalf and we facilitate the transfer of your paper medical record if you change GP practice.

Where we handle your GP medical record on behalf of your GP practice, we do not routinely process any of the information in that record, however we may add a summary of your care to the paper record.

To calculate and validate payments to community pharmacies, opticians and dentists for providing NHS services, we need to know one or more of the following:

- The name, age and gender of the patient receiving the service.
- Where they live.
- Their eligibility to receive specific services.

Unregistered Patients

In certain circumstances where a patient is not currently registered with a GP Practice, or is deceased, Primary Care Services is responsible for the retention of these medical records.

Where we hold your GP record, as an unregistered or deceased patient we do not process any information in that record.

We may also use your data for the purposes of providing the following services:

- Sending letters to patients to inform them of their NHS number when one is first allocated.
- Processing new patient registrations and de-registrations at GP practices to maintain accurate lists of numbers of patients at GP practices.
- Writing to patients on behalf of Local Health Boards with regards to provision of primary care services or assignment to a GP practice list.
- Writing to patients when they have been removed from their GP practice list.
- Conducting reconciliations of GP Practice lists to ensure list sizes are accurate.

Other reasons why Primary Care Services process your data relating to primary care services includes:

- Audit (with unidentifiable/anonymised information).
- Service evaluation (with unidentifiable/anonymised information).
- Research (with unidentifiable/anonymised information).
- Provision of Patient Reported Experience Measure questionnaires.
- To inform patients of other services which may be beneficial.
- Data may also be used for the purposes of preventing and detecting fraud.

6. Sharing your information

We will only share your information where we have the appropriate legal authority or, where appropriate, your consent (permission) to do so.

We will never share identifiable information outside of Primary Care Services in relation to the data used or held on you, but we will share anonymised (unidentifiable) data when requested through third parties after being ethically approved by health committees. This is only for research and future service planning purposes.

All services that provide care within NHS Wales will only request, use and share the minimum information necessary to treat you.

We will never sell your information.

7. Security of your Information

The NWSSP takes responsibility to look after your personal information very seriously. This is regardless of whether it is electronic or in paper form.

We also employ someone who is responsible for managing information and its confidentiality to ensure:

- Your information is protected; and
- Inform you how it will be used.

All staff are required to undertake training on a regular basis. Comprehensive training is required to help protect the information that has been given to NWSSP. The training makes sure that all staff working in the NHS are aware of their responsibilities about the handling of your information regardless of the department that they work in.

Evaluating Confidentiality

The person who is responsible for managing confidentiality will also consider the privacy and confidentiality of any data that is held and where the use of this changes. This is particularly important when the use of new technologies is proposed or changes to current arrangements is considered.

8. What are you entitled to?

The NWSSP will make sure that you are able to have access to your information. This is so that you know what we hold.

You have the right:

- To know about details of how your information is used; and
- Have copies of your information.

If you want to know more, please contact the [NWSSP Information Governance Manager](#) for further information about your rights of access.

The NWSSP tries to answer all requests for access to information as quickly as possible. The organisation is obliged to provide a response to your request within a month of receiving it, but this can be extended if the request is complex and extensive.

These rights relate only to your own information. You can request to see another person's information, if one of the following applies:

- Parent/legal guardian of a child too young to exercise own legal rights.
- Where someone (with mental capacity) has authorised the individual to operate on their behalf.
- Under the terms of the Mental Capacity Act.

The NWSSP will look at your request to make sure that the information requested is personal information. Most of the time, it will be clear that the information is personal, but the NWSSP will contact you if it is not clear.

Do I have to pay a fee?

The information will be provided free.

However, we could ask for a small fee. This is where the request is large or repeated. This will be based on the cost of providing it. If you wish to find out more about fees for information, then please contact the [NWSSP Information Governance Manager](#).

How will information be provided?

The information will be provided in a format that can be used on another system easily if it is electronic (i.e., Microsoft Word or Excel). Otherwise, it will be supplied on paper.

9. Permission (consent)

For the use of your personal information to be lawful, the NWSSP may ask for permission from you. This is not necessary if the use is for a lawful basis under current regulation such as, for example, Treatment purposes.

Any permission (consent) that is collected from you should have been given freely and you have not been pressured to do so. This should have been done clearly and you are aware of what the use of your information means.

Informing you and obtaining your consent

If your permission is asked for any specific tasks in relation to the provision of primary care services, we will explain what you are being asked to give permission for. The NWSSP will have to prove that it gave you information and that you were fully aware of what you were giving permission for.

If permission is requested, you could provide this in several ways including:

- In writing.
- Ticking a box on a web page.
- Choosing options in a mobile phone app.
- By any other action that shows your acceptance of the use of your information.

10. What about stopping use?

When a request for stopping use is received the NWSSP will still store information but will not use it anymore.

However, any changes that include the stopping of the use of your information will be told to you at the time regardless of the service or department involved.

11. What about rights to correct or delete inaccurate information?

You are entitled to request that the NWSSP correct any mistakes in your information, regardless of the service provided.

The NWSSP must ensure that proven inaccurate or incomplete information is either erased or corrected.

Keeping your information

We will only store information for as long as necessary.

Records are stored in accordance with the retention and disposal schedule of the Records Management Code of Practice for Health & Social Care. This determines the minimum length of time records should be kept.

Making a complaint

If you wish to make a complaint about any issues you have experienced regarding your information, then please contact:

[NWSSP Information Governance Manager
shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

If you are still unsatisfied following your complaint and this remains unresolved, you have the right to make a complaint to the:

Information Commissioner's Office,
2nd Floor,
Churchill House,
17 Churchill Way,
Cardiff, CF10 2HH

Email: wales@ico.gsi.gov.uk
Website: www.ico.org.uk

Further information

For more information relating to this leaflet or questions on the content of this information, please contact us at:

Email: nwssp-primarycareservices@wales.nhs.uk

Phone: 01495 332000

Website: <http://www.primarycareservices.wales.nhs.uk/>