

Keep this as your reference

Requested Your Health Record

Date requested: / /



Facebook.com/nhuc111



Twitter.com/NHUC111

Your Personal Data

What We collect

How We Use It

How To Access It

North Hampshire Urgent Care
The Meads Business Centre
19 Kingsmead, Farnborough, GU14 7SR
01252 533 355



Out of Hours Service

North Hampshire Urgent Care (NHUC) provides out of hours urgent medical care for people who are feeling unwell and are not able to see their own doctor because the surgery is closed.

Access to NHUC Out of Hours service is only via 111.

We have two Primary Care Centres, providing the service, Hantsdoc and Frimley Primary Care Services.

This service is only for urgent medical treatment and advice which cannot wait until your own surgery is open again. We are not contracted to provide repeat prescriptions.

Our service is not a walk-in service and patients requiring medical help out of hours should phone 111 in the first instance.

How Are Service Works

A trained call handler will take your details, assess your condition and advise you of the most appropriate course of action and timescale to get the help that you need.

If your problem is assessed as needing help from the GP Out of Hours service they will electronically pass your details to our service and we will get in touch with you to discuss treatment options. We may ask you to come to one of our Primary Care bases or if your condition would be made worse by travelling we may decide to visit you at home.

How to Contact Us



If you need to contact us:

- for more information;
- to access your health records with North Hampshire Urgent Care; or
- to refuse or withdraw your sent

For more information please contact in writing:

Information Governance Lead
North Hampshire Urgent Care

The Meads Business Centre

19 Kingsmead

Farnborough

Hampshire

GU14 7SR

Or email: fph-tr.nhuc@nhs.net

We are committed to responding as soon as possible

Refusing or Withdrawing Your Consent

You have the right under Article 21 of the GDPR to object to the processing of your personal data.

In those instances where the legal basis for sharing confidential information relies on the patient's explicit or implied consent, then the patient has the right at any time to refuse their consent to the information sharing, or to withdraw their consent previously given.

In instances where the legal basis for sharing information without consent applies then the patient has the right to register their objection to the disclosure, and North Hampshire Urgent Care is obliged to respect that objection.

In instances where the legal basis for sharing information relies on a statutory duty/power, then the patient cannot refuse or withdraw consent for the disclosure.

Please contact us if you wish to refuse or withdraw your consent.



Hantsdoc is co-located within the Emergency Department at Basingstoke and North Hampshire Hospital.

Areas covered by the service include Basingstoke and surrounding villages, Hook and Hartley Wintney, Odiham, Alton and Bentley.



Frimley Primary Care Service is based in Out-Patients Department 1 at Frimley Park Hospital.

This service covers Aldershot, Farnham, Farnborough, Fleet, Crondall, Yateley, Camberley, Frimley, Ash Vale, Bagshot, Lightwater, Sandhurst and Owlsmoor.

The service is jointly commissioned by 3 Clinical Commissioning Groups (CCG's) which are NE Hants and Farnham, Surrey Heath and Sandhurst and Owlsmoor.

What is Information Governance / Data Security?

Information Governance (IG) is about how we look after your information. It ensures necessary safeguards for, and appropriate use of, patient and other personal information to ensure that we handle it carefully and confidentially.

The Legal Basis for NHUC Processing your Information

North Hampshire Urgent Care processes your information under the legal basis of this being in the Public Interest which allows personal data to be processed on the basis that such processing is necessary for the performance of tasks carried out by private organisation acting in the public interest.

Your Right to Confidentiality and Privacy

Any persons working for, or on behalf of North Hampshire Urgent Care are required to comply with the requirements of the General Data Protection Regulations 2016 and the NHS Confidentiality Code of Practice.

Your information is looked after by the following key roles within the organization.

Accessing Your Health Records

Patients' rights to accessing their health records is legally based on the General Data Protection Regulations 2016 (GDPR)

Key Points of GDPR

- Individuals have the right to access their personal data and supplementary information.
- The right of access allows individuals to be aware of and verify the lawfulness of the processing.

Under the GDPR, individuals will have the right to obtain:

- Confirmation that their data is being processed;
- Access to their personal data; and
- Other supplementary information – this largely corresponds to the information that should be provided in a privacy notice

The GDPR clarifies that the reason for allowing individuals to access their personal data is so that they are aware of and can verify the lawfulness of the processing.

Standard subject access requests are not chargeable, however if the request is manifestly unfounded or excessive, particularly if it is repetitive a reasonable fee may be charged. The fee must be based on the administrative time taken to deliver the request

They can also be used:

- To determine how well a particular service is performing
- To track the spread of, or risk factors for, a particular disease
- In clinical research, to determine whether certain treatments are more effective than others

When health records are used in this way, your personal information is not given to the people who are carrying out the research; only anonymised data is used.

There may be some occasions that require the use of identifiable data and if we want to use your information in this way we will always ask for your consent first. This is generally for research or teaching purposes. You always have a right to say no.



Senior Information Risk Owner – This role is the responsibility of the NHUC Chief Executive and:

- Is accountable
- Fosters a culture for protecting and using data
- Provides a focal point for managing information risks and incidents
- Is concerned with the management of all information assets

The Caldicott Guardian – This role is the responsibility of the Medical Director and:

- Is advisory
- Is the conscience of the organisation
- Provide a focal point for patient confidentiality & information sharing issues
- Is concerned with the management of patient information



We have a legal and ethical duty to keep your health records confidential. However, very occasionally we are required by law to pass on certain information about you without your consent. For example, this could be in the event of certain infectious diseases, in response to a court order or to help the police investigate a very serious crime. We will also share information with other agencies where there is danger of harm to a child or a vulnerable adult.

Please use the contact details at the end of this privacy notice if you wish to contact either of the persons undertaking these roles for North Hampshire Urgent Care.

Your Health Records

Health records (or medical records) are a record of the health care you have received.

They hold general information (for example your name, address and next of kin) and information and reports about your health, including details of your illnesses, tests, prescriptions and other treatments.

As often care advice and treatment is provided via telephone these calls are recorded and retained for a period of three years, the content of phone calls is summarised by the clinician into our electronic record system, and a record of each contact is automatically forwarded to your own doctor to become part of your permanent health record.

Your doctor or nurse and team of health professionals caring for you keep records about your health and any treatment and care you receive from North Hampshire Urgent Care. The records may also include information from other NHS organisations involved in your care such

These records help to ensure that you receive the best possible care. They may be written down or held on a computer.

Our staff are responsible for the accuracy and safekeeping of your health records and you can help us to keep them accurate by informing us of any changes in your circumstances.

How is Your Information Used?

The information in your health record is used primarily to treat you. We will only share your information with other health and social care professionals either with your consent or in your best interests, for example, in an emergency situation.

Examples of who we share your information with:

- Your own Doctor and Practice, this would be automatically shared unless specifically asked to withhold
- If referred onwards to Hospital or Community Service

What Else Could My Information Be Used For?

Health records are also sometimes used to improve the care provided by North Hampshire Urgent Care and the NHS.