

## **Crown Medical Practice**

### **Privacy notice for children getting help or care**

#### **Who are Crown Medical Practice?**

Crown Medical Practice are in charge of making sure that everyone who visits us has somebody to help them when they are sick. We do this by making sure there are doctors and nurses to look after you.

#### **What is a privacy notice?**

A privacy notice tells you about why we need to know about you so we can give you help and care when you are sick. It also tells you about what we do with the things we know about you.

#### **Why do we need to know things about you?**

So that we can help you when you're not feeling well, we will ask you questions when you come to see us, or we might talk to some of the adults you know, like your parents, your carer or your school.

Sometimes we might need to give you medicine or arrange to take special pictures of your bones (it's ok, it doesn't hurt) and we keep this information in a book or on our computers. The information we have about you is called your Health Record.

In your Health Record we keep:

- Your name, where you live and how old you are;
- Who you live with and who looks after you;
- What care and medicine we have given you;
- Any photographs we take of you;
- Results and scans of your body like X-Rays.

## **We keep your information safe**

The things you tell us are private, like a secret, and most of the time we are not allowed to tell anyone else unless you (or your parent / carer) say it's ok first. If we do talk to anyone about you without your permission, it will only be when it's really important; to look after you, make you better, or keep you safe.

We might tell:

- A police officer, a social worker or somebody in your school who helps to keep you safe;
- Other people who look after you, such as a doctor or nurse in a hospital.
- A researcher – sometimes we need to use your information so doctors and nurses can learn new ways to make you and other people like you better – this is called research. When we do this, we remove things like your name, age and where you live so no one knows that it's your information anymore.

## **The rules for looking after your records**

As we have private information about you, there are lots of rules that we need to obey – rules about how long we are allowed to keep your information, about how to stop anyone from taking it without permission and about making sure that your record has information about you that is true. You are allowed to see all the information we have about you, and you can do this in different ways – you can ask your parent / carer to help you, or a different adult that you trust like your doctor or a teacher at school. There will sometimes be a form that you have to fill in, and you can get a copy of this form by asking somebody when you are in the surgery or you can contact us to ask us to help you at:

Crown Medical Practice

12 Crown Avenue

Inverness

IV2 3NF

Tel. 01463 214450

## **Do you have any questions that you want to ask us?**

If you want to ask us any questions about your records, then we have a person who can help you called a Data Protection Officer. Their job is to make sure that everybody follows the rules and keeps your information private. If you think that somebody has broken the rules, or if you have any other questions about the information we hold on you, then you can contact them as follows:

Donald, Data Protection Officer

Phone: 01463 706057

Email: [nhsh.dpohighland@nhs.scot](mailto:nhsh.dpohighland@nhs.scot)