

Patient Confidentiality Statement

At The Loughton Surgery, we take your privacy and confidentiality seriously.

All information we hold about you is confidential. This includes your medical information, personal details, and even the fact that you are registered with or have attended the practice.

We will only use or share your information when it is appropriate and lawful to do so.

Sharing information with family members, parents or carers

We cannot normally discuss your medical information with another person without your permission.

This includes:

- Your spouse or partner
- Parents
- Children or other relatives
- Friends
- Carers

If you would like us to discuss your healthcare with someone else, please let the practice know so that your consent can be recorded on your medical record.

Consent can be changed or withdrawn at any time.

Children and young people

Children and young people also have a right to confidentiality.

For young people aged 16 or 17 who are able to make their own decisions, we will normally ask for their consent before discussing their healthcare with a parent, carer or another person.

For children under 16, we will take into account their age, maturity, understanding and individual circumstances when deciding whether information can be discussed with a parent or carer.

There may be exceptional circumstances where information needs to be shared without consent, for example where there is a safeguarding concern or a serious risk of harm.

When we may share information

Your information may be shared where necessary for your direct medical care.

There are also limited circumstances where information may be shared without your explicit consent, including:

- Where we are required to do so by law
- Where there is a safeguarding concern
- Where there is a serious risk of harm to you or another person
- Where disclosure is considered necessary in the public interest

Wherever possible, we will explain this to you.

Protecting your information

All practice staff are required to maintain patient confidentiality and complete appropriate data protection and confidentiality training.

We have systems in place to protect your information and only allow access to staff who need it as part of their role.

If someone is contacting us on your behalf

If a family member, parent, carer or another person contacts the practice on your behalf, our staff may need to confirm that we have your permission before discussing any confidential information.

This is to protect your privacy and is not intended to make it more difficult for someone to help you.

If you regularly want another person to speak to the practice on your behalf, please ask us to record your consent on your medical record.

This statement is based on The Loughton Surgery Confidentiality Policy and our responsibilities under UK data protection legislation, NHS confidentiality requirements and professional guidance.