



# Danby's Pharmacy

## How we handle your information (for clients)

Senior Information Risk Officer:-

*SIRO : STUART DANBY*

### Information Leaflet

This pharmacy is governed by General Data Protection Regulations to ensure that the Information you supply us, will be kept private.

We train all our staff on the importance of maintaining patient confidentiality at all times.

They receive refresher courses on an annual basis. There are serious consequences for them if they talk to anybody about any patient's personal data unless necessary in the interests of that patient.

### What we record

By law, when you hand in your NHS prescription we must record your details and those of your medication but we may also record any advice we have given you and any referrals made to other healthcare professionals on our computer.

We may also note any medicine you have purchased, any information from other people who care for you and any other services like flu vaccinations and NMS (new medicine service) we provide.

However, access to the computer is by password and smart card to prevent unauthorised access. Your prescription will be retained within the dispensary until it must be sent off via a secure route for payment. We retain this information for as long as is necessary

### Who Has Access?

Generally, the only people who can see your information will be those members of staff who must process your prescription.

However, on occasion audits and research need to be done to improve the services, we and the NHS provide. Where possible the information supplied is anonymised (your identifiable details i.e. name and address are removed) and if it is not you will be Informed.

### Collection and Delivery

As these new rules are being implemented and we all must take great care that we do not supply information to people who are not authorised to see it, we will begin to ask you to put in writing who

Email:-

*stuart.danby@wales.nhs.uk.*

you are happy to collect your prescription for you or to accept delivery if you are not home.

We will give you a standardised letter for you to simply list the people you are authorising to pick up or who can receive your delivery sign and date.

### Other Services

With all other services that we provide e.g. smoking cessation, NMS, private prescriptions etc, your consent will be asked to store your information and to share with other healthcare professionals if it is necessary.

As above your information will be stored and accessed only on a need to know basis but if at a later stage you decide that you want to withdraw

your consent, you simply tell us and we will make the necessary adjustments.

### What we process

We process your personal data to provide:

Care for you and, as appropriate, will share this with your GP and the wider NHS

Limited information to the NHS, occasionally local authorities and external bodies who assess the accuracy of our payments

Limited information to the NHS Business Service Authority, Local Authorities and external bodies to ensure we maintain our professional standards.

### Your Right to View the Record

You have a right to see a copy of the information about you that we hold in paper form or on the computer. We are required to respond to a request within one month. You will need to provide us with enough information, so we can identify you and will be required to show ID e.g. a passport or full driving licence. If you think any of the information is inaccurate, please let us know.

*YOU HAVE A RIGHT TO COMPLAIN TO I.C.O*

Our Data Protection Officer is:-

*DPO: STUART DANBY*

Email:-

*stuart.danby@wales.nhs.uk.*