

GENERAL DATA PROTECTION REGULATION INFORMATION

Your Data

The General Data Protection Regulation is a new law that determines how your personal data is processed and kept safe. Kingsteignton Medical Practice is responsible for informing you about the data we hold, what it is used for and to allow you more control over the data we hold.

We already have the facility to allow our patients access to some of their records on line. The online service enables you to:

- Book appointments
- Order repeat prescriptions
- View your summary care record. This gives details of allergies and any prescriptions you have recently received.
- Detailed Patient Record
- Change contact details

You can request on line access by completing the patient Consent Form for Online Services and bringing ID with you.

How we contact you

We contact patients for a number of reasons related to their health needs at the time. Much of the contact is by telephone and it is important that you update us when changing land line numbers and/or mobile numbers. We also use text and email as well as the post. Our preference is to use text or email as it is a quick and cost effective method of communication to use.

We do need to have your consent to contact you by text or email. Most contact is made by SMS text.

If you consent to the Practice contacting you by SMS(Text) you could receive the following types of communication:

- Confirmation and reminders of appointments
- Invites (if relevant) to clinics such as Flu, Health Checks, Chronic Disease clinics
- Requests for key information to do with your health
- Messages to call us if we have been unable to contact you by phone
- Links to our website when new services are launched that may be of interest such as the new online consultation facility or links to a survey when we need feedback.

We do not send any information regarding your health such as test results by text unless you expressly ask us to do so and the clinician agrees.

If you consent to the Practice contacting you by email you could receive the following types of communications:

- Invites (if relevant) to clinics such as Flu, Health Checks, Chronic Disease clinics
- Links to our website when new services are launched that may be of interest such as the new online consultation facility or links to a survey when we need feedback.
- Our newsletter

KINGSTEIGNTON MEDICAL PRACTICE
SMS/Text and Email Contact Consent Form

Name.....

D.OB

Date.....

Please confirm your consent to the following methods of contact;

Texts to include:

Appointment reminders

Invites to specialist clinics (if relevant) eg flu, health checks, asthma etc

Requests to update key medical information

Requests to contact the surgery if we have been unable to contact you by phone eg appointment changes etc

Key changes, new services. This will normally include a link on the text where you can read about changes and new services. An example would be the launch of on line consultations.

Requests for feedback

Emails to include:

Invites to specialist clinics (if relevant) eg flu, health checks, asthma etc

Responding to requests for information, enquiries, complaints

Key changes, new services. This will normally include a link on the text where you can read about changes and new services. An example would be the launch of on line consultations.

Practice Newsletter

Requests for feedback

Please note that you can opt in or out at any time. Just let us know and we can change your options on our clinical system. You can also opt in or out of SMS messaging if you have signed up for online services.

We have a legal duty to check your consent wishes periodically so you will be contacted accordingly.

I Agree Disagree to Kingsteignton Medical Practice contacting me by the above methods

SIGNED