

Sharing information about you

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Sharing information about you

Who can see my GP Health Records?

The only people who will access your medical record are those who need to do so to arrange or provide you with health care. However, it is sometimes necessary for GPs to share your health information with other organisations.

This page explains how and when this might occur, and what rights you have to control or object to the information that is shared about you.

Do you need my consent?

We respect your right to consent to care, refuse treatment, and control who your information is shared with whenever possible. However, you can't usually opt out of the things we need to use your personal data for when providing direct care without refusing that care, or reducing the efficiency and security of it, because there are lots of laws and duties that we have to comply with.

However, there are some cases where you have a choice to register your objection, share your preferences, and minimise the number of things your data can be used for apart from your direct health care.

More information about the different ways you can restrict access to your NHS patient record for purposes other than providing you with direct care can be found in our [Opt-Out guidance](#).

Sharing information with your implied consent

When you consent to receive particular care, it usually involves sharing your information with the people who need it to deliver those services.

This means that in most cases, we are allowed to assume that you understand this, so we will rely on your 'implied consent' to collect, share, and retain whatever is the minimum data necessary to provide you with the direct care you agreed to without asking you every time.

For example, we routinely share data with the following partners:

Primary Care Networks

Morland Road Surgery is a member of a Croydon Super network.

A Primary Care Network (PCN) is a group of GP practices working closely together, aligned to other health and social care staff and organisations, providing integrated services to their local population. A PCN covers a patient population, of 30,000 – 50,000 patients, although by approval of the commissioner, this may be lower in rural and remote areas, and higher where it is appropriate. 99% of practices in the UK are now members of a PCN.

We have a data sharing agreement which enables all GP practices who are members of the PCN to access your medical record in order to provide you with appointments, care, and treatment which you have requested or agreed to.

For example, if we do not have an appointment available in our practice, we may offer you an appointment in a different practice nearby who have the right professional available to offer you treatment sooner.

Pharmacies

GPs sometimes need to share information with pharmacies to arrange for prescriptions and other kinds of community care, such as vaccinations at home.

This sharing will only take place where it is necessary to provide you with care you are eligible for or have specifically agreed to receive.

South West London Integrated Care System (ICS)

South West London ICS is a partnership between hospital and mental health trusts, community providers, and other local health and social care organisations directly involved in providing services for the population of South West London.

[The list of providers can be found here.](#)

All providers are signatories of an overarching information sharing agreement which outlines the framework for data sharing necessary between organisations for the purpose of providing direct care, including the assessment and planning for digital IT systems, projects, and local initiatives which are intended to improve the quality and access of care that you are able to receive directly as a patient.

Objecting to information to be shared outside of the practice for direct care

We will not ask for your explicit consent to share information within the PCN or with other health and care providers as we consider it is a reasonable expectation that we will need to do so to provide the direct care you have requested.

You cannot ask that we request consent for each individual sharing activity we undertake, or request that we do so in a way that is not part of our standard procedure. This is because there is a reasonable expectation that it will be necessary and personalised changes to this would be unduly burdensome on our staff. However, you are entitled to raise a concern about this, and we will consider how best we can respect your wishes.

We will inform you and ask for your consent if it involves sharing information in a way you are unlikely to reasonably expect. You can request more information about how to do this from the practice by <https://morlandroadsurgery.co.uk/contact/>

Please be aware, any requests to limit sharing of your information where we consider it is necessary to provide you with direct care is likely to result in your treatment being delayed, or even with us being unable to offer you a particular kind of care.

Sharing information with your explicit consent

This section explains some of the common circumstances where we will require explicit consent to use or share your personal information.

For your consent to be valid, it must be freely given, and you must be informed of and understand the consequences of your decision.

This is important because if you have signed a form that confirms your consent, it is legally binding, and we will not generally seek further consent from you before sharing information.

If you ever feel you may not fully understand what your consent may mean, feel you have been coerced to give your consent, or your circumstances have changed, please inform us.

Capacity and consent

Under the Mental Capacity Act a person must be assumed to have capacity to make their own medical decisions unless it is established that they lack capacity. We will not treat a person as unable to make a decision unless all practicable steps to help them do so have been taken without success.

If you sometimes lack capacity to consent, or you are concerned you may lose capacity in future, you can tell your GP that you'd like to make an advanced decision about who should be given information to help you, or you can write a message to the practice.

Access to Medical Reports Act 1988

If you consent to a third party seeking a medical report, for example for employment or insurance purposes, you are required to consent and confirm whether you would like to see a copy of the report before it is sent to the requesting organisation.

For your consent to be valid, it must be freely given, and you must be informed of and understand the consequences of your decision.

This is important because if you have signed a consent form and not indicated that you wish to see the report before it is sent, we will not seek further consent from you before sending it.

If you feel you may not fully understand what your consent may mean, or feel you have been coerced to give your consent, please inform us.

Solicitors and Third-Party Subject Access Requests

When you instruct a solicitor or another third-party representative to make a subject access request on your behalf, we will respond to this in full if we receive a valid form which shows you have given your explicit consent to share specific information. However, we will only comply with requests for 'all medical records from birth' after having a conversation with you directly.

This is because we consider that you are unable to provide explicit, informed consent to share the entirety of your medical record with a third-party until you have yourself reviewed the contents. You may then share this with your solicitor/representative or confirm that you would like us to do so.

We will always work with you to make sure you have access to your records. However, we may charge a fee or refuse your request if we receive repeated or unreasonable requests on a regular basis.

We will only provide you with a copy of the information directly in a printed format if you request this specifically and show photo ID when collect it from the practice.

We will only provide a disclosure to any other party requesting information on your behalf via secure digital transfer.

Sharing Information with carers and loved ones

In general, your GP will not share any information about you with your family, friends, or loved ones unless you specifically consent to us doing so.

If you would like us to discuss your care and treatment with your carer or another person who supports you, you can complete a consent form [here](#), or you can speak to reception, and we will provide you with a consent form in the practice or by post.

If you sometimes lack capacity to consent, or you are concerned you may lose capacity in future, you can tell your GP that you'd like to make an advanced decision about who should be given information to help you, or you can write a message to the practice.

For your consent or decision notice to be valid, it must be freely given, and you must be informed of and understand the consequences of your decision.

This is important because if you have signed a form that confirms your consent, we will not seek further consent from you before sharing information with your assigned support person.

If you feel you may not fully understand what your consent may mean, feel you have been coerced to give your consent, or your circumstances have changed, please inform us at: <https://morlandroadsurgery.co.uk/contact/>

Members of Parliament (MPs)

If you contact your member of parliament (MP) about your care, we will not share any specific information about you or your care with them apart from the minimum necessary to respond to their enquiries.

If this involves sharing and confidential information about your care, we will discuss this with you first and ask for your views on what we consider is necessary to do so. However, we may decide that it is lawful to share the minimum details without your further consent if doing so is necessary to respond accurately.

South West London Integrated Care Board (ICB)

The ICB is responsible, in collaboration with your local authority, for assessing and providing funding for packages of care, including:

- Continuing Health Care (CHC)
- Individual Funding Requests (IFR)
- Continuing Care (CC)

To do this, they will sometimes request evidence from health and care providers involved in your care and treatment. When you or your representative applies for funding from the ICB, it will include formal consent to share information which we will generally accept as valid to share information with them for this purpose.

Complaints investigations

When you raise a complaint about the practice, or any other aspect of your care, we may need to provide information to the ICB, or to another body responsible for investigating the issue.

For example, we may share information relating to you as necessary for the purpose of complaints made about our practice which are handled by the ICB under The National Health Service (Complaints) Regulations 2004.

At the beginning of the complaints process, you will be asked for consent to share this information as needed to investigate. We will not request additional views from you unless there is very sensitive information, or we have concerns that you may object to certain information being shared during the process.

There may be some circumstances where it is necessary to share information for this purpose without your consent. However, we will only share the minimum information necessary for this purpose and will endeavour to respect your views and wishes throughout the process wherever possible.

Sharing your information without consent

We will normally ask you for your consent to share information about you outside of direct healthcare purposes. However, there are circumstances when we may be required to share your information without your knowledge or consent.

Examples may be:

- where there is a serious risk of harm or abuse to you or other people (including child protection or safeguarding vulnerable adult concerns)
- where a serious or violent crime is being investigated or where one could be prevented
- where we encounter infectious diseases that may endanger the safety of others
- where a formal court order has been issued by a judge
- where there is another legal requirement for us to do so

We may be able to tell you about what we've shared if it's appropriate to do so, but we do not have to tell you we have shared information for these reasons, and we don't need to ask for your consent.

We take your confidentiality very seriously and will only do this when absolutely necessary.

Legal Obligations

There are some circumstances where we will always share information about you where we are required to do so by law. We do not have to request your consent or tell you that we have done so, if it would undermine the purpose of sharing the information.

The below are some examples. If you have any questions about these or other laws, please feel free to reach out to our Data Protection Officer (DPO) at swl.gpdpo@swlondon.nhs.uk

Reason for sharing	Obligation	Relevant law
Conditions impacting your ability to drive safely	We must provide the police with any information in our possession if it will help them to identify a suspect in a road traffic offence.	Road Traffic Act (1988)
Terrorism	We must notify a relevant law enforcement authority of any information which we know or believe might identify or prevent an act of terrorism.	Terrorism Act (2000)
PREVENT	We must co-operate and share information with councils and schools if we know or believe it is likely to: • tackle the ideological causes of terrorism • intervene early to support people susceptible to radicalisation • enable people who have already engaged in terrorism to disengage and rehabilitate. We may have to do this without your knowledge or consent.	Counter-Terrorism and Security Act 2015 (CTSA 2015)
Female Genital Mutilation (FGM)	We must notify the police if we discover that an act of female genital mutilation appears to have been carried out on a girl who is aged under 18.	Female Genital Mutilation Act (2003)
Notifiable diseases	We must notify the relevant public authority if we know or suspect you may be suffering from some specific diseases. This is because sharing may identify and prevent an outbreak or pandemic which could harm other people. We will only share the minimum information, so routine notifications share less information about you as a person, where urgent notifications might share more information that easily identifies you.	The Health Protection (Notification) Regulations 2010

	Examples of urgent notifications include acute meningitis, smallpox, plague, and rabies. Examples of routine notifications might be food poisoning, COVID-19, Mumps, or Scarlet Fever. More information about these can be found here: https://www.gov.uk/guidance/notifiable-diseases-and-how-to-report-them	
NHSE mandates	In some cases, the Secretary of State for Health requires NHS England to collect identifiable patient information as a legal obligation due to the public interest benefits of doing so. More information about mandatory sharing can be found on the NHSE website: https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/data-provision-notice-dpns	The Health and Social Care Act 2012
Overseas charging	By using your EHIC for NHS treatment costs your EHIC data and GP appointment data will be shared with NHS secondary care (hospitals) and NHS Digital solely for the purposes of cost recovery. Your clinical data will not be shared in the cost recovery process. Your EHIC or S1 information will be shared with Business Service Authority for the purpose of recovering your NHS costs from your home country. If you are not eligible under the cost recovery process, more information about when information may be shared with other organisations for the purpose of identifying chargeable patients can be found here: https://www.medicaldefensesociety.com/2019/12/10/gp-charges-for-overseas-patients/	The National Health Service (Charges to Overseas Visitors) Regulations 2015

Public Interest Disclosures

In addition to these specific legal obligations, there are some circumstances in which it will be necessary to share information to protect you or others from harm.

These are referred to as public interest disclosures.

Examples of circumstances where your GP is duty bound to encourage you to report your condition or challenges you are facing include, but are not limited to:

Safeguarding

If your GP is concerned that you are unable to adequately care for your own best interests, or that someone close to you is manipulating, abusing, or coercing you in relation to your finances, your health, or your general wellbeing, they have a professional obligation to inform you of their concerns and encourage you to seek the help you need.

If you are unable or unwilling to do so, they may be required to notify the appropriate authority who is able to assist you. However, they will not do so without informing you unless they have good reason to think this would undermine their efforts to support you.

Immediate risk to life

If your GP is concerned that you or anyone else are at immediate harm which presents a risk to life, they must disclose this to emergency services.

Fitness to Drive

The Driving and Licencing Authority (DVLA) are required to assess whether licence holders are fit to drive if a patient is recently diagnosed or has a condition which may affect their fitness.

The patient must inform the DVLA if this is the case. However, we must notify DVLA of any condition which affects your ability to drive safely where you cannot, or will not, notify them yourself. We will only do this once we have discussed it with you and asked you to do so yourself, unless you are no longer able to do so.

If you are worried about this, more information about this can be found [here](#):

Serious crimes

Where your GP suspects that you or anyone else may be guilty of an offence which constitutes a serious crime and the risk of harm to yourself or others is sufficient, they may lawfully report their suspicion to law enforcement authorities.

Your GP is not the police. They will only do this where the risks to you and others are so severe that the consequences of doing nothing would be likely to result in harm to you or others.

For example, if they are concerned about your wellbeing or others, they may tell the ambulance service, local authority crisis team, or another appropriate team who can respond quickly to safeguard your health and care needs.

If a person has been stabbed or states that they have stabbed someone else, they will notify the police without delay.

Prevention or Detection of a Crime

If we are in possession of information which we believe is evidence relevant to a crime, we will share this with the police or any other appropriate investigating authority to prevent or detect a serious or violent crime.

In these circumstances, the Data Protection Act 2018 allows us to disclose whatever information is necessary and proportionate to protect yourself and others from risk of serious harm, in the public interest.

We also collect CCTV and call recordings in part for this purpose but may use any other information in our possession in this way if it is lawful to do so.

Your GP will never share your confidential information for these purposes without first seeking your views unless they are legally obliged to do so, or they consider the danger to yourself, or others, is sufficient to warrant an emergency response.

Fraud

If we have reason to suspect that any patient is attempting to defraud the NHS or impersonate another person to access health care they are not entitled to, we will report this and provide any relevant evidence to the appropriate authority to investigate.

Fitness to Practice

We may disclose your confidential patient information to a regulatory body such as CQC or the General Medical Council where we are concerned that your treatment is evidence of poor practice by a health professional. We will generally remove your name, NHS number, and any other identifiers before doing so. However, we may need to share this unredacted for legal purposes where required. We may not be able to inform you that we have done so at the time but will let you know as soon as possible after the investigation has been completed.

All professionals involved in the procedures mentioned above are subject to strict laws which require them to handle your information securely, in confidence, and never share unless it is necessary and lawful to do so.

Is information transferred outside the UK?

Under the UK GDPR and other data protection law, information about you may only be transferred from your region to other regions if certain requirements are met.

While providing our services, we may occasionally need to transfer your data to doctors working in countries outside of the jurisdiction in which you reside. These countries may have data protection laws that differ from those in the UK.

We will take all necessary steps to ensure that your personal data is adequately protected as required by applicable data protection laws. The transfer of your personal data outside of your country of residence may be necessary for a consultation to take place between you and Morland Road Surgery clinician. Additionally, your explicit consent may serve as the legal basis for certain data transfers.

When transferring your personal data internationally, we will employ appropriate safeguards to ensure its security and protection. Such safeguards may include:

Standard Contractual Clauses: We may use contractual agreements approved by relevant data protection authorities to ensure that your personal data receives the same level of protection as required in your country of residence.

Adequacy Decisions: If the UK authorities have determined that a specific country ensures an adequate level of data protection, we may rely on such decisions for the transfer of personal data to that country. The current list of countries currently granted 'adequacy' status can be found [here](#). Appropriate data transfer risk assessments and international data transfer assessments will be undertaken as required to meet appropriate legislative requirements.

Morland Road Surgery also confirm that the clinicians we retain to provide our services are required to adhere to our Privacy Policy and principles as well as all applicable local Data Protection Laws and Regulations.

How do I complain?

If you have any concerns about our use of your personal information, you can make a complaint to us at <https://morlandroadsurgery.co.uk/contact/>

Following this, if you are still unhappy with how we have used your data, you can then complain to the ICO on their website: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>

If you need any extra help or have any questions, you can also contact them by phone on 0303 123 1113, or one of their [other contact methods](#).

Data Protection Officer contact details

Our Data Protection Officer is Laura Watson. They are responsible for monitoring our compliance with data protection requirements.

You can contact them with queries or concerns relating to the use of your personal data at swl.gpdpo@swlondon.nhs.uk.

Please include the practice name in any correspondence. Our GP DPO service supports lots of practices across SWL – not just Morland Road Surgery

Please do not send requests or patient clinical data to the DPO. Send these directly to the practice via email to Morland Road Surgery.

Date of last review : 29.6.2026