

TRAFFORD PRIMARY HEALTH & PRACTICES

Employee Confidentiality Policy / Employee Agreement - Annex O

Confidentiality Policy

- Confidentiality is the duty of a person to not disclose anything learned from a patient who has attended, consulted or been treated, without that person's consent.
- Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice.
- All information about patients is confidential: from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the practice.
- The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person.
- All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required when somebody is at grave risk of serious harm)

Responsibilities of Third Party Stakeholders

All health professionals must follow their professional codes of practice and the law. This means that they must make every effort to protect confidentiality. It also means that no identifiable information about a patient is passed to anyone or any agency without the express permission of that patient, except when this is essential for providing care or necessary to protect somebody's health, safety or well-being.

All health professionals are individually accountable for their own actions. They should, however, also work together as a team to ensure that standards of confidentiality are upheld, and that improper disclosures are avoided.

Additionally, third party stakeholders in their capacity to support Trafford Primary Health & Practices in its role as a primary Health Care provider:

- are responsible for ensuring that everybody engaged by the practice understands the need for, and maintains, confidentiality
- have overall responsibility for ensuring that systems and mechanisms are in place to protect confidentiality within their own working environment.
- have vicarious liability for the actions of those working within their organization – including health professionals and non-clinical staff.

Standards of confidentiality apply to all health professionals, administrative, ancillary and third party staff who are bound by contracts of employment to maintain confidentiality. They must not reveal, to anybody outside the practice, personal information they learn in the course of their work, or due to their presence in the surgery, without the patient's consent. Nor will they discuss with colleagues any aspect of a patient's attendance at the

surgery in a way that might allow identification of the patient unless to do so is necessary for the patient's care.

If Disclosure is Necessary

If a patient or another person is at grave risk of serious harm *which disclosure to an appropriate person would prevent*, the relevant health professional can take advice from colleagues within the practice, of from a professional / regulatory / defense body, in order to decide whether disclosure without consent is justified to protect the patient or another person. If a decision is taken to disclose, the patient should always be informed *before* disclosure is made, unless to do so could be dangerous. If at all possible, any such decisions should be shared with another member of the practice team.

Any decision to disclose information to protect health, safety or well-being will be based on the degree of current or potential harm, not the age of the patient.

Home / Remote Working

Staff are to be aware of and adhere to the Practice Remote and Home Working Policy, Appendix 12 to Annex E.

STAFF CONFIDENTIALITY AGREEMENT

I understand that all information about patients held by Grove Medical Practice is strictly confidential, including the fact of a particular patient having visited the Surgery.

I also understand that the duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person.

I will not disclose personal information learnt in the course of my work in the Surgery to anybody outside the Practice.

I understand that a breach of this obligation may result in my contract being discontinued.

Signed: Date:.....

Print name:

Contact details: Email: Telephone:

Creation Date – 8th November 2018
Creator – Practice Manager
Deputy – Lead GP
Review – Two Yearly
Last Review – 31st January 2019