

North Trafford Group Practice

Privacy Notice – Patients

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read this Privacy Notice ('Privacy Notice') carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

North Trafford Group Practice

This Privacy Notice explains how we collect, use, store and share your personal information and healthcare information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the common law duty of confidentiality and NHS guidance.

We understand the importance of keeping your personal information safe and secure and are committed to protecting your privacy.

1. Who We Are

North Trafford Group Practice is the Data Controller for your personal information and healthcare records.

Practice addresses:

- Seymour Grove Health Centre, 70 Seymour Grove, Old Trafford, Manchester, M16 0LW
- 866–864 Chester Road, Stretford, Manchester, M32 0PA

As a GP practice, we are responsible for collecting, storing and securely processing your information for the purposes of providing healthcare services.

2. Contact Details

Data Protection Officer (DPO)

Data Protection Officer support is provided through:

NHS Greater Manchester Integrated Care Board

Email: gmicb-tr.generalenquiriesntgp@nhs.net

Internal Information Governance Lead:
Dr Joseph Chandy

Email:
gmicb-tr.managementntgp@nhs.net

Subject Access Requests (SARs)

Requests for access to your records can be sent to:

trccg.gpreportsntgp@nhs.net

We may ask for proof of identity before releasing information.

3. Information We Collect About You

We may collect and process the following information:

- Name, address, date of birth and NHS number
- Telephone numbers and email addresses
- Emergency contact and next of kin details
- Details about your appointments and visits
- Medical history and clinical records
- Test results, prescriptions and referrals
- Correspondence from hospitals and other healthcare professionals
- Information relating to your physical or mental health
- Safeguarding information where appropriate
- Ethnicity, language and communication preferences
- Information required for NHS administration and funding

4. How We Collect Information

We collect information directly from you and from organisations involved in your care, including:

- NHS hospitals
- Community services
- Mental health services
- Other GP practices
- Ambulance services
- Pharmacies
- Social care services
- NHS England and associated NHS bodies

5. How We Use Your Information

We use your information to:

- Provide safe and effective healthcare
- Arrange appointments and referrals
- Communicate with you regarding your care
- Review the quality of care provided
- Manage and plan NHS services
- Prevent and detect fraud
- Meet legal and regulatory requirements
- Support public health activities
- Respond to complaints or legal claims
- Undertake clinical audit and service improvement

We only use the minimum necessary information required for each purpose.

6. Lawful Basis for Processing

Under UK GDPR, the lawful bases we rely upon include:

Article 6 UK GDPR

- Article 6(1)(e) – Public task
- Article 6(1)(c) – Legal obligation
- Article 6(1)(d) – Vital interests (in emergencies)
- Article 6(1)(a) – Consent, where applicable

Article 9 UK GDPR – Special Category Data

As healthcare information is special category data, we process it under:

- Article 9(2)(h) – Provision of health or social care
- Article 9(2)(i) – Public health
- Article 9(2)(g) – Substantial public interest where applicable

Most information used for your direct care is processed under public task and healthcare provision obligations rather than consent.

7. Sharing Your Information

We may share relevant information with organisations involved in your care where there is a lawful basis to do so, including:

- NHS hospitals and trusts
- Community healthcare services
- Pharmacies

- Mental health services
- Social care services
- Ambulance services
- Other GP practices
- NHS England
- NHS Greater Manchester Integrated Care Board

Information may also be shared where required by law, including:

- Courts
- Safeguarding authorities
- Public health agencies
- Police where legally appropriate

We only share information that is necessary and proportionate.

8. Primary Care Network (PCN)

We are part of the North Trafford Primary Care Network (PCN), which includes:

- North Trafford Group Practice
- Delamere Medical Centre
- Lostock Medical Centre
- Limelight Health and Well-being Hub

Practices within the PCN may share information where necessary for your direct care and where appropriate information sharing agreements are in place.

9. Summary Care Record (SCR)

Your Summary Care Record (SCR) is an electronic summary of key information from your GP record.

It may include:

- Current medications
- Allergies
- Adverse reactions

Additional information may be added with your consent.

Healthcare professionals involved in your care may access your SCR to support safer treatment.

You may choose to opt out of having an SCR. Further information is available from the practice or via:

NHS Summary Care Record Information

10. National Data Opt-Out

The NHS uses confidential patient information for research and planning purposes where permitted by law.

You can choose whether your confidential patient information is used for research and planning through the National Data Opt-Out service.

Your choice will not affect your individual care or treatment.

Further information is available at:

[National Data Opt-Out Service](#)

11. Data Processors and Third-Party Services

We use approved third-party providers to support our services, including:

- Clinical systems providers
- Messaging services such as Accurx
- Telephone system providers
- Document storage and archiving services
- IT support providers

All providers are required to comply with UK GDPR and NHS confidentiality and security standards.

Contracts are in place where organisations process information on our behalf.

12. Retention of Records

We retain records in accordance with the NHS Records Management Code of Practice 2021.

Healthcare records are retained only for as long as necessary to meet legal, regulatory and clinical requirements.

13. Your Rights

Under UK GDPR, you have rights including:

- The right to access your information
- The right to request correction of inaccurate information
- The right to request restriction of processing
- The right to object to certain processing
- The right to data portability in limited circumstances
- Rights relating to automated decision-making

Please note that the right to erasure does not usually apply to GP medical records because practices are legally required to retain healthcare records.

Subject Access Requests

You may request access to your records free of charge.

We normally respond within one month, although this may be extended for complex requests where permitted by law.

14. Online Access to Records

Patients may be able to access parts of their GP medical record online through approved NHS services.

You are responsible for keeping your login credentials secure and ensuring unauthorised individuals cannot access your account.

15. Children and Young People

A separate privacy notice for children and young people is available on request.

16. CCTV

CCTV operates within practice premises for:

- Patient and staff safety
- Crime prevention
- Investigation of incidents

Recordings are normally retained for 28 days unless required for investigation purposes.

Access to recordings is restricted to authorised personnel only.

Further information is available in our CCTV policy.

17. Telephone Recordings

Inbound and outbound telephone calls may be recorded for:

- Training
- Quality assurance
- Patient and staff safety

Recordings are securely stored and access is restricted to authorised personnel.

Call recordings are normally retained for up to 12 months.

18. Website and Cookies

This Privacy Notice applies only to the practice website.

For information about cookies and website analytics, please see our Cookies Policy.

19. Security of Your Information

We take the security of your information seriously and use appropriate technical and organisational measures to protect it.

This includes:

- Role-based access controls
- Staff confidentiality training
- NHS smartcard access controls
- Secure NHS systems and encryption
- Regular security monitoring and audits
- Compliance with the NHS Data Security and Protection Toolkit

20. Complaints

If you have concerns about how your information has been handled, please contact the practice first.

You also have the right to complain to the Information Commissioner's Office (ICO):

[Information Commissioner's Office](#)

21. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect legal, operational or NHS service changes.

The latest version will always be available:

- on our website,
- in reception,
- or on request.

Last updated: May 2026