



Hastings Medical Centre
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Practice Policies

Confidentiality & Medical Records

It is important that the NHS keeps accurate and up-to date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal information by anyone not involved in your care.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

The Centre confidentiality policy is strictly adhered to and follows the protocols laid down by the Data Protection Act 1988. Everyone working for the NHS has a legal duty to keep information about patients confidential. However in some instances the law requires us to pass on some information: for example notification of births or serious infectious diseases.

Patients have a legal right to access their medical records by applying in writing to the Head of Primary care Walk in Centres. This will be subject to an administration fee.

Patients' decision to restrict the disclosure of their personal information will be respected.

Freedom of Information

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records.

Confidentiality for younger people

Even if you are under 16 you still have the same rights to confidentiality as anyone else and you should not be treated any differently.

Doctors and nurses have very strict rules on confidentiality and the law says they have to keep all patient records and information completely private.

In exceptional circumstances, when a doctor or health worker thinks you might be in serious danger, they may feel there is a need to pass information on but, even if they do, they must talk to you first before they tell anyone else. This applies to everyone, no matter what age you are.

Compliments and Complaints

Hastings Medical Practice and Walk in Centre aims to deliver a professional service to all patients. However, if you have any concerns about any aspect of our service, please let us know.

Speak to whomever you feel most comfortable – your GP, our managers or our reception staff will be happy to help.

If you wish to put your concerns in writing please print off the form and forward to the Practice Manager.

Violent and abusive behaviour

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. In line with the NHS, IC24 operates a “zero tolerance policy” with regards to violent and abusive behaviour. Our statement explains: Violence against Clinicians and employees working in the NHS is a crime. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fears for a person’s safety. Any incident where staff are abused, threatened or assaulted will result in the abuser (patient or their carer or companion), being reported to the police.