

# THE ORCHARD PARTNERSHIP

Old Orchard Surgery | Spring Orchard Surgery | Till Orchard Surgery | Cherry Orchard Surgery



## Patient Privacy Notice

Version 16 | Produced by BSW ICB Data Protection Team | Last updated: May 2026

This notice applies to all patients registered with any of the four sites of The Orchard Partnership.

The Orchard Partnership is a well-established GP practice operating across four sites in Wiltshire, providing NHS primary medical care services to the communities of Wilton, Fovant, Shrewton and Codford. Our General Practitioners and allied healthcare professionals are supported by our administrative and managerial team in providing care for our patients.

This privacy notice explains how we, as a data controller, use the personal information we collect about you as a patient of health care services provided by The Orchard Partnership.

### 1. Why Do We Collect Your Personal Information?

Healthcare professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare and help us to protect your safety.

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation, which includes monitoring the quality of care that we provide. In carrying out this role we will collect information about you which helps us respond to your queries or secure specialist services for you. We will keep your information in written and/or digital form. The records will include both personal and special categories of data about your health and wellbeing.

### 2. What Types of Personal Information Do We Collect?

We may collect the following types of personal information:

- Your name, address, email address, telephone number and other contact information
- Gender, NHS Number, date of birth and sexual orientation
- Details of family members and next of kin
- Health (medical) information, including information relating to your sex life
- Details of any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments and telephone calls
- Results of investigations such as laboratory tests or X-rays
- Biometric data
- Genetic information
- CCTV footage

### 3. How Will We Use Your Personal Information?

We may use your personal information in the following ways:

- To help us assess your needs and identify and provide you with the health and social care that you require
- To determine the best location to provide the care you require
- To comply with our legal and regulatory obligations
- To help us monitor and manage our services
- To support medical research

## Text (SMS) Messages



If you have provided your mobile telephone number, we may use this to send automatic appointment reminders, requests to complete surveys, or to make you aware of services provided by the surgery that we feel will be to your benefit. If you do not wish to receive these text messages, please let the reception team know.

### **Call Recording**

Recordings of calls made and received by The Orchard Partnership may be used to support the learning and development of our staff and to improve the service we provide to our patients. They may also be used when reviewing incidents, compliments or complaints. Call recordings will be managed in the same way as all other personal information processed by us and in line with current data protection legislation.

### **CCTV Footage**

The Orchard Partnership uses Closed Circuit Television (CCTV) to record images within public areas of the practice for the safety and security of our patients and staff. CCTV footage is managed in the same way as all other personal data processed by us and in line with current legislation.

### **Data Processors**

We may use the services of a data processor to assist us with some of our data processing. This is done under a contract with direct instructions from us that controls how they will handle patient information and ensures they treat any information in line with the UK General Data Protection Regulation, confidentiality and privacy law, and any other applicable laws.

## **4. How Will We Share Your Personal Information?**

We may share your personal information with other health and social care professionals and members of their care teams to support your ongoing health and/or social care and to achieve the best possible outcome for you. This may include:

### **Primary Care Network**

The Orchard Partnership is a member of the BSW Primary Care Network (PCN), so you may be contacted by or treated by one of the other practices within the PCN. In order to support and provide healthcare services to you, they will require access to your patient record.

### **Patient Referrals**

With your agreement, we may refer you to other services and healthcare providers for services not provided by The Orchard Partnership.

### **Other Providers of Healthcare**

We will share your information with other providers of healthcare services to enable them to support us in providing you with direct healthcare. This may include NHS organisations or private companies providing healthcare services for the NHS.

### **Care Homes or Social Care Services**

Sometimes the clinicians caring for you may need to share some of your information with others who are also supporting you outside of the practice.

### **Local Authority**

The local authority provides health or social care services or assists us in providing direct healthcare services to you. We will share your personal information with them to enable this to take place.

### **Safeguarding**

We will share your personal information with the safeguarding teams of other health and social care providers where there is a need to assess and evaluate any safeguarding concerns. Your personal information will only be shared for this reason when it is required for the safety of the individuals concerned.

### **Summary Care Record (SCR)**



Your Summary Care Record is an electronic record of important patient information created from your GP medical records. It contains information about medications, allergies and any bad reactions to medications in the past. It can be seen by staff in other areas of the health and care system involved in your direct care.

You have the option to opt out of having a Summary Care Record, opt back in, or opt back in to allow sharing of Additional Information. Further details about the SCR and your choices can be found here:

[Summary Care Record supplementary transparency notice — NHS Digital](#)

### **Integrated Care Records (ICR) — BSW ICR**

The Bath and North East Somerset, Swindon and Wiltshire Integrated Care Record (BSW ICR) is a digital care record system for sharing information across BSW. It allows instant, secure access to your health and social care records for the professionals involved in your care. Relevant information from your digital records is shared with people who look after you, making your care safer and more efficient.

The Orchard Partnership uses the BSW ICR in the following way: we can access your data stored within the system and provide relevant information about you and your health.

Further details about the BSW ICR and how your information is used can be found here: [Your care record — BSW ICB](#)

### **GP Connect**

We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it, to support direct patient care, leading to improvements in both care and outcomes. GP Connect is not used for any purpose other than direct care.

Authorised clinicians such as GPs, NHS 111 clinicians, care home nurses, secondary care trusts and social care clinicians are able to access the GP records of the patients they are treating via GP Connect. The NHS 111 service will also be able to book appointments for patients at GP practices and other local services.

Further details about GP Connect are available here: [GP Connect privacy notice — NHS Digital](#)

### **Population Health Management**

The Orchard Partnership participates in a local Population Health Management (PHM) initiative aimed at improving physical and mental health outcomes and the wellbeing of our patients. This requires us to share pseudonymised personal data (anything that can identify an individual is replaced with a code) with other organisations involved in the initiative.

Further details are contained in our supplementary PHM privacy notice, available at: [BSW ICB — How we use your information](#)

### **NHS England**

In order to comply with its legal obligations, this practice may send data to NHS England when directed by the Secretary of State for Health under the Health and Social Care Act 2012. This practice contributes to national clinical audits and will send the data required by NHS England when the law allows. This may include demographic data, such as date of birth, and information about your health recorded in coded form (for example, the clinical code for diabetes or high blood pressure).

### **National Services**

There are some national services, such as the national Cancer Screening Programme, that collect and keep information from across the NHS. This is how the NHS knows when to contact you about services like cancer screening.

### **NHS Targeted Lung Health Check**

This practice shares your lung health related data with the NHS Targeted Lung Health Check (TLHC) service operated by Great Western Hospitals NHS Foundation Trust and InHealth Group Ltd. This supports your invitation to a lung health check appointment (if eligible) and possible CT scan by the lung health check team.



This data may be shared with your local Hospital Trust to support further treatment and with other healthcare professionals involved in your care.

For further information, please visit the full privacy notice at: [NHS England — Targeted Lung Health Check](#)

## OpenSAFELY

NHS England has been directed by the government to establish and operate the OpenSAFELY COVID-19 Service and the OpenSAFELY Data Analytics Service. These services provide a secure environment that supports research, clinical audit, service evaluation and health surveillance for COVID-19 and other purposes. Each GP practice remains the controller of its own GP patient data but is required to let approved users run queries on pseudonymised patient data — meaning identifiers are removed and replaced with a pseudonym. Only approved users may run these queries, and they are not able to access information that directly or indirectly identifies individuals.

Patients who do not wish for their data to be used as part of this process can register a Type 1 opt-out with their GP.

## Risk Stratification

Risk Stratification, also known as Health Risk Screening, is a process that helps your GP determine whether you are at risk of any unplanned admission or sudden deterioration in health. By using information such as age, gender, diagnosis, existing long-term conditions, medication history and patterns of hospital attendance, your GP, supported by the local Integrated Care Board (ICB), will be able to judge whether you are likely to need more support and care.

As part of the automated Risk Stratification process, your pseudonymised personal data will be shared with BSW ICB. You have the right to object to your information being used in this way. However, you should be aware that your objection may have a negative impact on the timely and proactive provision of your direct care.

Further details about Risk Stratification can be found here: [BSW ICB — How we use your information](#)

## Medical Research

With your consent, we will share information from medical records to support medical research when the law allows us to do so. For example, to learn more about why people get ill and what treatment might work best. The use of information from GP medical records is very useful in developing new treatments and medicines.

Any medical or health-related personal information shared for research purposes will be treated with confidence in line with the common law duty of confidentiality and the NHS Code of Practice on Confidential Information.

## Legal and Regulatory Obligations

We may be required to share information with organisations in order to comply with our legal and regulatory obligations. This includes:

### Care Quality Commission (CQC)

The CQC regulates health and care services to ensure that safe care is provided. The law requires that we must report certain serious events to the CQC, for example when patient safety has been put at risk. Further information: [www.cqc.org.uk](http://www.cqc.org.uk)

### UK Health Security Agency

The law requires us to share data for public health reasons, for example to prevent the spread of infectious diseases or other diseases that threaten the health of the population. We will report the relevant information to the local health protection team or the UK Health Security Agency.

## Other NHS Organisations



Sometimes the practice will share information with other NHS organisations that do not directly care for you, such as BSW ICB. However, this information will be anonymous, does not include anything written as notes by the GP, and cannot be linked back to you.

We will not share your information with organisations other than health and social care providers without your consent unless the law allows or requires us to.

## 5. NHS National Data Opt-Out

Whenever you use a health or care service, such as attending Accident and Emergency or using community care services, important information about you is collected in a patient record for that service. Collecting this confidential patient information helps to ensure you get the best possible care and treatment.

The confidential patient information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care where allowed by law. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of your information, you do not need to do anything. If you choose to opt out, your confidential patient information will still be used to support your individual care.

Where data is anonymised, the opt-out does not apply because the information is no longer confidential patient information. The opt-out does not cover your confidential patient information being shared with insurance companies or used for marketing purposes.

The Orchard Partnership is committed to applying the National Data Opt-Out where it is required. This means that where we use or share confidential patient information for purposes beyond your individual care and the policy applies, we will respect your opt-out choice.

To find out more or to register your choice to opt out, please visit: [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

## 6. Online Consultation and Patient Tools

The Orchard Partnership uses the following online tools and platforms to assist us in delivering healthcare services to our patients. Each tool has its own privacy notice, linked below, which explains how they process your personal information.

### SystemConnect

We use SystemConnect, provided by The Phoenix Partnership Ltd (TPP), to assist us in delivering healthcare services to our patients. TPP will share your personal data with us if you require advice, an appointment or remote consultation.

[SystemConnect Privacy Notice \(TPP\)](#)

### Rapid Health

We use Rapid Health to assist us in delivering healthcare services to our patients. Their data is hosted on Amazon Web Services (AWS) servers in the UK. All data sent is encrypted in transit and at rest. Patient data is kept in line with the NHS Records Management Code of Practice and stored on the practice system. Rapid Health retains a copy of data for a period of 6 months after collection for technical support purposes, before being deleted. Rapid Health has completed all required NHS assurance and is fully UK GDPR compliant.

[Rapid Health Privacy Notice](#)

## 7. How Long Do We Keep Your Personal Information?



#### Retention periods at a glance:

Electronic patient records: retained for 10 years from the date of death (minimum — may be retained longer for legal, regulatory, safeguarding, complaint or public inquiry reasons), in line with the NHS Records Management Code of Practice 2021.

Call recordings: retained for 6 years.

CCTV footage: retained for 31 days unless retained for a longer period as evidence in connection with an incident, complaint or legal proceeding.

We follow the NHS Records Management Code of Practice (2021, as updated) for all records retention and disposal. Records may be retained for longer than the minimum periods where required for legal, regulatory, safeguarding, complaint or public inquiry reasons.

## 8. Legal Basis for Processing Your Information

The Orchard Partnership has been commissioned by BSW ICB to provide a GP surgery service. It is necessary for the performance of this task in the public interest for us to process your personal data (UK GDPR Article 6(1)(e)).

We will use your special categories of personal data — such as that relating to your race, ethnic origin, and health — for the purposes of providing you with health and/or social care, or for the management of health and/or social care systems and services (UK GDPR Article 9(2)(h)). Such processing will only be carried out by a health or social work professional, or by another person who owes a duty of confidentiality under legislation or a rule of law.

In some circumstances, we may process your personal information on the basis that:

- It is necessary to protect your vital interests
- We are required to do so in order to comply with legal obligations to which we are subject
- We are required to do so for the establishment, exercise or defence of a legal claim
- You have given us your explicit consent to do so

## 9. Your Rights

As a patient of The Orchard Partnership, you have the following rights in relation to the personal information we hold about you:

- The right to ask for a copy of the information we hold about you (Subject Access Request)
- The right to correct inaccuracies in the information we hold about you
- The right to withdraw any consent you have given to the use of your information
- The right to complain to the relevant supervisory authority about our use of your information
- In some circumstances: the right to ask us to erase information we hold about you
- In some circumstances: the right to request a copy of your personal data in electronic format and to require us to provide it to a third party
- In some circumstances: the right to ask us to restrict the use of information we hold about you
- In some circumstances: the right to object to the use of information we hold about you

You can exercise these rights by contacting us using the details in Section 10 below.

### Access to Patient Records through the NHS App

Your health record will also be accessible via the NHS App. You have the right to stop your health record entries being displayed in the NHS App. Please contact your GP surgery should you wish to do so.

For more information, please visit: [Access to patient records through the NHS App — NHS England](#)



## 10. Our Data Protection Officer and How to Contact Us

Our Data Protection Officer (DPO) function is provided by the HealthHero Integrated Care Data Protection Officer service.

If you have any questions about this privacy notice, the personal information we hold about you, or our use of your personal information, please contact our Data Protection Team:

### Data Protection Team

The Orchard Partnership  
Old Orchard Surgery  
South Street, Wilton  
Salisbury, Wiltshire, SP2 0JU  
Email: [bswicb.topfeedback@nhs.net](mailto:bswicb.topfeedback@nhs.net)

## 11. How to Make a Complaint

If you have concerns about how we have used your personal data, you have the right to make a complaint to us. You can raise a data protection complaint using the contact details in Section 10 above. You do not need to use specific wording or complete a form — we will accept complaints through any reasonable channel.

Once your complaint has been received, we will send you an acknowledgement within 30 days. Your complaint will be investigated without undue delay and you will be kept informed of progress. Once the investigation is complete we will provide you with the outcome.

You also have the right to raise any concerns about how your personal data is being processed by us with the Information Commissioner's Office (ICO):

### Information Commissioner's Office (ICO)

Website: <https://ico.org.uk/concerns>  
Telephone: 0303 123 1113

## 12. Changes to This Privacy Notice

We keep our privacy notice under regular review and will place any updates on our practice websites. This privacy notice was last updated in May 2026.

The latest version of this notice is available on each of The Orchard Partnership's practice websites.

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*The Orchard Partnership | [www.theorchardpartnership.co.uk](http://www.theorchardpartnership.co.uk) | Patient Privacy Notice Version 16 | May 2026*

