Victoria Medical Centre
12-28 Glen Street
Hebburn
Tyne & Wear
NE31 1NU
T: 0191 483 2106
W: www.victoriamedicalcentrehebburn.nhs.uk

Easy Read Privacy Notice

Why do we keep information about you?

We keep information about you so we can:

- ☑ Look after your health
- ☑ Arrange appointments
- ☑ Prescribe medicines
- ☑ Contact you about your care
- ☑ Keep you safe

What information do we keep?

- ☑ Your name
- ☑ Your address
- ☑ Your contact details
- ☑ Your NHS number
- ☑ Information about your health and treatment

Who do we share information with?

Sometimes we share information with people involved in your care.
This may include:

- ☑ Hospitals
- ☑ Pharmacies
- ☑ Community services
- ☑ Other NHS services

We only share information when we need to.

Will you tell my family?

Usually, we will only discuss your information with you.
We may speak to family members or carers if:

- ☑ You agree
- ☑ The law allows us to
- ☑ It is in your best interests

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How do you contact me?

We may contact you by:

- ☑ Telephone
- ☑ Text message
- ☑ Email
- ☑ Letter
- ☑ NHS App

Please tell us if your contact details change.

How do you keep my information safe?

- ☑ We keep information secure.
- ☑ Staff receive confidentiality training.
- ☑ Only authorised staff can access your records.
- ☑ CCTV and telephone recording may be used to help keep people safe.

Your Rights

You can:

- ☑ Ask to see your information
- ☑ Ask us to correct information
- ☑ Ask questions about how we use your information
- ☑ Make a complaint

Need Help?

Please ask a member of staff if you need help understanding this information.

A full copy of our Privacy Notice is available from reception or on our website.
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