



Privacy Policy

Your privacy

PhysioNeeds East Leake recognises that your personal and health information is sensitive and private. We will always treat your information with respect and confidentiality. The purpose of this document is to explain what information we collect on you, how and why we do this, as well as outline what we do with it and how that influences your treatment here at the clinic.

Who we are

PhysioNeeds East Leake, is a private physiotherapy clinic. We provide a private physiotherapy service and we receive referrals from a variety of different sources. This includes individuals who self-fund their treatment, corporate contracts, private health insurance companies and we currently hold an NHS contract.

In addition to our physiotherapy services, we employ a chiropodist and sports massage therapists who also comply with our privacy guidelines.

In order for us to treat our patients, we need to collect personal information about each individual and their treatments, as this enables us to deliver the most effective and safe care.

We always keep your personal information safe and secure and take a proactive approach to being compliant with government regulations about data protection.

What information do we collect about you?

The personal information we collect includes; your full name, postal address, date of birth, NHS number (only with patients referred through the NHS contract), email address, telephone number, ethnic origin, (again only if requested by a 3rd party e.g. NHS and private health insurance companies) and private health insurance membership number/authorisation codes.

We also collect and store your health information and treatment records. This includes your GP name and address, consultant (if under consultant-led care) and health information gathered through our medical health questionnaire, as well as through direct questioning and testing at your physiotherapy assessment/subsequent treatment sessions.

Finally, we also record details of payments you have made to us and any outstanding items on your account.

When do we collect information about you?

We collect information about you at any of the following points:

- Appointment booking.
- Initial assessment and treatment.
- Follow up treatments.
- Discharge appointment.
- If you voluntarily complete a patient feedback questionnaire.
- If you give us feedback or make a complaint.
- If you take part in a competition.

How do we collect information about you and why?

Basic details such as full name, postal address and contact telephone numbers are requested at the time of booking your appointment either face to face or on the telephone. This is so a treatment time can be allocated for you, and should any problems arise prior to your appointment we can contact you.

Prior to going in for your initial appointment, reception will ask you to fill in an initial registration form and general medical health questionnaire. There are several reasons as to why we gather this information:

- It allows us to identify you as a specific individual.
- It provides us with means to be able to contact you about any upcoming appointments and send you pertinent information regarding your current treatment e.g. home exercise programs and appointment reminders.
- The general medical health questionnaire allows the therapist to understand your general health and allows them to make clinical decisions regarding appropriate healthcare treatment you require.
- From time to time we may contact you with any offers we have at the clinic and any news about future services/exercise classes. If you do not want to receive such information, then you always have an option to opt out and you must inform either reception or your therapist.

During your initial assessment with your physiotherapist and during subsequent treatment sessions your physiotherapist will ask you a series of questions about your presenting problem. They are legally required to record this information onto a physiotherapy clinical record, as this is the primary source of evidence used to provide effective ongoing care and informs the physiotherapist's actions and decisions.

The information they gather includes full detailed history of what your problem is and how it has occurred, past medical history, current medications you are taking, sports/hobbies/lifestyle history, clinical findings, any advice, treatment, exercises, as well as copies of letters/ conversations with GPs, consultants, private medical insurance companies and any other communication they have had regarding your treatment.

You are welcome to access this information at any time, all we require is a written letter with your consent and signature.

How will we use the information about you?

The information we collect about you is used in a couple of ways.

The primary reason is to ensure we provide the best possible health care for you and your problem. We achieve this through clinical audit as this enables us to bench mark our practice against national standards of care. In this way, our physiotherapists are able to reflect on your treatment plan and provide alternative modes of treatment if necessary and ultimately ensures that you receive the most effective treatment that you require.

We also use your information to improve your overall customer experience at the practice. Patient feedback surveys are vital for us to develop the practice in accordance with your needs.

Who we share your information with?

We use third party providers to send you emails, SMS, surveys and clinical audits. As such, PhysioNeeds East Leake will share your information with these external companies and other organisations.

The providers we work with only use your personal information for the purposes we stipulate and are strictly prohibited from using your data for any other reason. We do not, and will not, sell your information to any organisations.

Our providers supply software to manage your data (including health data), and send you emails and SMS messages with appointment reminders, surveys and exercise sheets.

Our communication with you

As a patient of PhysioNeeds East Leake, we would like to send you appointment reminders, patient surveys, and exercise sheets when applicable. We would also like to tell you about our services which we are updating all the time.

We do require your consent to do this. However, if you would prefer not to receive this information or you have asked to receive this information in the past and no longer wish to, you can opt out at any time. If you no longer wish to be contacted by us, please email info@PhysioNeedsEastLeake.co.uk.

Access to your information

You have the right to request a free copy of the information that we hold about you at any time. If you would like a copy of some or all of your personal information, please email info@PhysioNeedsEastLeake.co.uk or write to us at PhysioNeeds East Leake, 71 Main Street, East Leake, LE12 6PF.

Before we process this request we will need proof of identification to ensure the data is matched correctly and is safe to be despatched to you.

How long do we keep your personal information

PhysioNeeds East Leake are legally required to keep your information on record for seven years. If you have not returned to the clinic during this time frame, then your information will be destroyed in accordance with The Health Care Professions Council (HCPC).

We endeavour to keep your information as accurate as possible and if you consent, we will periodically contact you to ensure information we hold is still accurate.

Removal of your information

You have the right to request that your personal information be removed from our systems. Legally, we must retain your information for seven years after your last appointment with us. After that, your details can be removed from our system and back-up within 15 working days of you contacting us.

You can request for your details to be removed by contacting info@PhysioNeedsEastLeake.co.uk

We will need proof of identification before we process any requests.

In the meantime, should you wish to be removed from our mailing lists, please contact us.

Other websites

Our website contains links to other websites, and this Privacy Policy only applies to our website. Should you wish to know how your personal information is used on another website, you will need to refer to their own Privacy Policy.

Changes to our Privacy Policy

We keep our Privacy Policy under review and we will place any updates on our website.

This Privacy Policy was last updated on 23/04/2018.

How to contact us

Please contact us if you have any questions about our Privacy Policy or information we hold about you. You can do this:

By email: info@PhysioNeedsEastLeake.co.uk

Or write to us: PhysioNeeds East Leake, 71 Main Street, East Leake, LE12 6PF.

Supervisory authority

In the unfortunate event that you feel that PhysioNeeds East Leake has not complied with the General Data Protection Regulations, you have the right to lodge a complaint with the Information Commissioners Office which is the Supervisory Authority in the UK.

This authority upholds information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

The Information Commissioners Office can be contacted at <https://ico.org.uk>.