Henfield Medical Centre – Rapid Health Smart Triage Privacy Policy

Using Rapid Health for online services

When you send a Rapid Health online request to us, you can do this from our website or from the NHS App.

Looking after your information

We need to make sure you're a registered patient at the practice and want to make sure you know about any request we get for you.

NHS login

If you access Rapid Health using your NHS login details, the identity verification services are managed by NHS England.

NHS England is the controller for any personal information you provided to NHS England to get an NHS login account and verify your identity and uses that personal information solely for that single purpose. For this personal information, our role is a "data processor" only and we must act under the instructions provided by NHS England (as the "data controller") when verifying your identity.

For more information on NHS login, see the NHS login privacy notice and NHS login terms and conditions.

NHS App

You can access Rapid Health on the NHS App using your NHS login details.

If you sign in using NHS login, we will ask your permission to share your NHS login information with our service. This allows us to fill in some personal details for you, such as your name, date of birth and contact details.

We will not use your NHS login information for any other purposes. You can only share your NHS login information if you have proved your identity to NHS login.

You can choose not to share your NHS login information with Rapid Health but you will need to enter your information yourself whilst using the service.

For more information, see the NHS login privacy notice and NHS login terms and conditions.

[Other] information you provide to Rapid Health

GP practices are the data controller and Rapid Health is a data processor for information sent by patients to the practice using Rapid Health.

As data controller, the practice is responsible for keeping your information safe and explaining how it uses your information. There is a How your information is used box on the Rapid Health page where you give your name for a request, and further detail below.

[If you don't have an email address on your record

We allow patients without an email address on their record to send requests using Rapid Health but for your safety and security, these requests can't be offered appointment self-booking, as we need to check the patient identity first.]

Why we need an email address

We always email you to say we got your request. Something is wrong if you don't get a reply, so check your spam/junk folder if you don't see one. Send another request or call the practice if you don't get a reply within 15 minutes of sending your request.

We need to reply to you when we get a request. This reply says we got your request, what to expect and what to do if you are not well.

If you have an email address on your record, we can offer you self-booking, using the email address you put on your request (if a self-booking appointment is available).

Using a different email address

If you use a different email address for a request from the one on your patient record at your GP practice, we'll send replies to the email address you used for the request, but will also send a security email to the email address on your record.

Security emails say only that we got a request for you (or that an appointment was booked/changed/cancelled for you) and if this wasn't you, to contact the practice. If a different email address is used for a request for a child from what is on their record, a security email is sent to the email address on their record.

Shared email addresses and devices

If you want to keep your requests private from someone you share an email address with, it's best to change your email address on your record. [You can send us an Update personal details request. Our reply will just say we got a request from you – it will not say that you asked to change your details.

Our email replies
We send our reply and any appointment links to the email address you put on the request.

Our standard emails never repeat what you said in a request [but if someone at your GP practice replies personally to your request, their reply may reflect information in your request]. This reply will go to the email address you gave on your request.

The reply we send to the email address on a child's record (if there is one and it is different from an email address you use for a child request) just says we got a request for them and if this is a mistake to let us know – it does not say what kind of request.

Asking medical questions

If you want medical advice from the practice, we ask questions to check how soon you need this or if we need to suggest A&E to you. We ask this for your safety.

Why do you ask for Sex at Birth?
We ask this for your safety, so you can be asked the right medical questions.

Booking appointments online with us

There may be times when we send you a link to self-book an appointment with us, or you might book an appointment such as for a vaccination. Or you may want an appointment to discuss a medical concern.

Why do I need to provide information for these appointments?

When we send you a link to book into an appointment, we have 'pre-qualified' you for that appointment, so we only ask for some personal details before you book it.

Where you come to the website to book a type of appointment such as a vaccination or cervical smear test, we ask questions to check the appointment is right and safe for you.

If you want an appointment because you have a medical need, we ask questions to help us understand how soon to see you, or if we need to suggest A&E for your safety.

Keeping your personal data safe
How is my information stored?
Rapid Health stores the data on Amazon Web Services (AWS) servers in England. All data sent is encrypted when in transit (when it is sent) and at rest (when it is stored).

Patient data is managed as described in the NHS Records Management Code of Practice Records Management Code of Practice - NHS Transformation Directorate and stored on the practice system.

Rapid Health keeps a copy of requests for 400 days, for technical support purposes. They are deleted after the 400 days.

Can Rapid Health access the information?
Rapid Health must be able to access the information to meet its legal responsibilities as a data processor, for example to help the data controller (the practice) in providing subject access and allowing data subjects to exercise all their other rights under GDPR, and to provide technical support.

Only highly qualified technical staff with permission can access the data when the data controller asks for this, or if there is a technical problem. Strong controls are in place and a full audit trail kept.

Is Rapid Health NHS approved?
Yes. Rapid Health has passed all stages of assurance to interact with the practice patient record systems, EMIS and SystmOne.

What security credentials does Rapid Health have?
Rapid Health has completed NHS Data Security and Protection Toolkit (under NHS ODS code 8KG49), and Cyber Essentials - NCSC.GOV.UK certification.

Rapid Health has successfully completed NHS Digital Technology Access Criteria assurance (under NHS ODS code 8KG49).

Rapid Health is fully compliant with DCB0129: Clinical Risk Management: its Application in the Manufacture of Health IT Systems - NHS England Digital, which is for manufacturers of health IT software, and has a UKCA Guidance on Class I medical devices - GOV.UK registered with the MHRA.

Rapid Health systems are independently penetration tested by an accredited CREST/CHECK supplier to CREST/CHECK standards at least once a year.

Is Rapid Health GDPR compliant?
Yes.