

Email Communication

At Wellspring Medical Centre, we are now offering patients the option to email the practice. It is imperative that the patient confirms their email address with the practice enabling Wellspring Medical Centre to verify the accuracy of the information held.

The use of email is for **non-urgent queries only**. The following are deemed as being acceptable:

- Non-urgent appointments
- Repeat prescription queries
- Requesting test results
- Requesting copies of medical records

Email: enquiries.w93059@wales.nhs.uk

Internet email accounts are not secure and there is a risk of emails being compromised. Wellspring Medical centre will not accept any responsibility for the loss of confidential information should a patient's email account be compromised.

Your information, your rights

This practice keeps medical records confidential and complies with the General Data Protection Regulation.

We hold your medical record so that we can provide you with safe care and treatment.

We will also use your information so that this practice can check and review the quality of the care we provide. This helps us to improve our services to you.

We keep your health information confidential and secure. We may need to share this information with other NHS organisations involved in your care. This information is only available so that those treating you can give the best possible advice and care.

You have a right to know what information we hold about you. If you would like to see your medical records then please ask at reception for more details and for a copy of the NHS Wales leaflet: Your information, your rights or go to www.nhsdirect.wales.nhs.uk/lifestylewellbeing/yourinfoyourrights