

Privacy brochure for patients

Our practice follows the rules set out below whenever we collect, use, store or disclose information about your health.

Collecting your health information

By accepting health care services from us, you agree we can collect information about you from other agencies for the purpose of maintaining an up-to-date health record and providing safe and quality primary health care.

- This may include:

1) From other health providers and shared health records -

- Receipt of laboratory, radiology or other results
- Accessing authorised national or regional health information systems to support your care by checking your medical history, laboratory or radiology results and current prescribing
- Receipt of correspondence from hospitals, emergency departments, after-hours providers, specialist services, allied health providers or other secondary and community care providers - including discharge summaries, outpatient or specialist letters
- Proactively contacting a hospital or specialist service to follow up on a referral or seek advice or an update on your care, where that contact results in information about you being shared with us
- Receipt of letters from screening programmes (such as bowel, breast or cervical screening), including results, or notifications regarding attendance or non-attendance

2) From non-health agencies and organisations

- Contact from or correspondence with Police, legal representatives, Oranga Tamariki, insurance companies, Ministry of Social Development (Work and Income New Zealand) and the Accident Compensation Corporation (ACC)
- Receipt of correspondence from employers, regarding, for example, fitness to work
- Information from the New Zealand Police regarding firearms licences

Your rights of access and correction

- Under rules 6 and 7 of the Health Information Privacy Code, you have the right to request access to the health information this practice holds about you, and request correction of that information, if you believe it to be inaccurate.

When we collect health information from you we will:

- only collect the information for the purpose of treating you (or for some related purpose);
- collect the information directly from you unless you have authorised us to collect the information from someone else (or we have some other lawful reason for collecting the information from someone else); and

- tell you why we are collecting the information and what we will do with it.

Using your health information

We will not use your health information for any purpose other than for the purpose of treating you unless we get your consent or we will use your information in a way that doesn't identify you (or where we have some other lawful reason for doing so).

Response to Complaints

- If concerns are raised about the care or services we provide, we may disclose relevant health information to our regulators, insurers, indemnity providers, or legal advisers for the purpose of managing and responding to the concerns. This information will be generally be anonymised.

Storing your health information

We will store your health information securely so that only authorised people can access or use your information.

Disclosing your health information

We will not disclose your health information to anyone without your consent unless we have a lawful reason for doing so.

Enquiries

If you have any enquiries please advise reception and they can pass this on to one of the Practice Partners

Updated Dr Norman Henley May 2026.