

Privacy Notice – Enhanced Access

Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, with all general practices being required to be in a network. This practice is part of the Blackheath and Charlton Primary Care Network.

Blackheath and Charlton is made up of a number GP Practices created to work collaboratively to ensure the health care system within our area works effectively by sharing knowledge and resources.

As part of the PCN Network Contract DES, Blackheath and Charlton PCN will be delivering an Enhanced Access service that offers wider access to routine primary care services between the hours of 6:30-8pm on Weekdays and 9am-5pm on Saturdays.

The following services will be provided as part of Enhanced Access:

All core Primary Care services

Same Day GP Bookings

Advance GP Bookings

Minor Illness

Wound Care

Screening e.g. Smears

Immunisation e.g. Childhood immunisations, Flu

Long-Term Conditions e.g. Diabetes prevention, COPD

Health and Wellbeing e.g. Health checks, Baby checks

Sexual Health e.g. Screening, Contraceptive advice

Social Prescribing

All registered patients have availability of the appointment slots across the network.

Access will be provided to NHS 111 to make use of any unused 'on the same day' slots within the service hours.

To enable us to provide our Enhanced Access Service to you, GPs from other local practices will at times have access to your full GP record but only when providing direct care to you.

People who have access to your information will only normally have access to that which they need to fulfil their roles, for instance admin staff will normally only see your name, address, contact details, appointment history and registration details in order to book appointments, the

Privacy Notice – Enhanced Access

practice nurses will normally have access to your immunisation, treatment, significant active and important past histories, your allergies and relevant recent contacts whilst the GP you see or speak to will normally have access to everything in your record.

Greenwich PCN Alliance Ltd provides organisational support for this service. Note this does not include the provision of clinical hours, treatment or staff.

1) Controller contact details	Manor Brook Medical Centre 117 Brook Lane London SE3 0EN https://www.manorbrookmedicalcentre.co.uk/
2) Data Protection Officer contact details	gpdpo@selondonics.nhs.uk
3) Purpose of the processing	Direct Care is care delivered to the individual alone, most of which is provided in the surgery. After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care. <i>Consent Basis – Implied Consent (direct care)</i> <i>Data Access – Extraction of information from the GP record/GP patient record view</i>
4) Lawful basis for processing	The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR: <i>Article 6(1)(e) ‘...The processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.</i> <i>Article 9(2)(h) ‘necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision</i>

Privacy Notice – Enhanced Access

	<p><i>of health or social care or treatment or the management of health or social care systems and services...”</i></p> <p>We will also recognise your rights established under UK case law collectively known as the “Common Law Duty of Confidentiality”*</p>
<p>5) Recipient or categories of recipients of the processed data</p>	<p>The data will be shared with Health and care professionals not directly employed by the practice, 111 and support staff in Blackheath and Charlton PCN Practices (Vanbrugh Group Practice, Manor Brook Medical Centre, Fairfield Medical Centre and Blackheath Standard Surgery) who contribute to your direct personal care.</p>
<p>6) Rights to object</p>	<p>You have the right to object to some or all the information being processed under Article 21. Please contact the Controller or the practice. You should be aware that this is a right to raise an objection, that is not the same as having an absolute right to have your wishes granted in every circumstance</p>
<p>7) Right to access and correct</p>	<p>You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.</p>
<p>8) Retention period</p>	<p>The data will be retained in line with the law and national guidance. https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to the practice.</p>
<p>9) Right to Complain.</p>	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/make-a-complaint/data-protection-complaints/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)</p>

* “Common Law Duty of Confidentiality”, common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

Privacy Notice – Enhanced Access

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the reasonable expectation of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.