

## 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 Clocktower Primary Care Network.

Clocktower PCN 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.

From 1st October 2022, existing GP Extended Access Services/Hubs and GP S urgency Enhanced hours will merge to provide a new enhanced delivery model to patients. The new offer is based on Primary Care Networks providing bookable appointments outside of 'core hours' within the Enhanced Access period of 6.30pm-8pm weekday evenings and 9am-5pm on Saturdays, utilising the full multi-disciplinary team, and offering a range of general practice services, including 'routine' services such as screening, vaccinations and health checks, in line with patient preference and need.

To enable us to provide our Enhanced Access Service to you, GPs from other local practices and staff from Bexley's GP Federation, Bexley Health Neighbourhood Care 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 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.

1) <b>Controller</b> contact details	Dr. Davies & Partner 55 Littleheath Road Bexleyheath DA7 5HL
2) <b>Data Protection Officer</b> contact details	Pamela Clark Data Protection Officer <a href="mailto:Surgery.afdavies@nhs.net">Surgery.afdavies@nhs.net</a>
3) <b>Purpose</b> of the processing	To provide our patients with direct care.
4) <b>The Lawfulness Conditions and Special Categories</b>	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:

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	<p><i>Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’.</i></p> <p><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 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>
5) <b>Recipient or categories of recipients</b> of the shared data	The data will be shared with: Bexley Health Neighbourhood Care - <a href="https://www.bhnc.org.uk/">https://www.bhnc.org.uk/</a>
6) <b>Rights to object</b>	<p>You have the right under Article 21 of the GDPR to object to your personal information being processed. Please contact the Practice if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.</p> <p>GP Practices process personal data under Article 6(1)(c) on a lawful and legitimate basis where the organisation is obliged under law to comply with</p> <ul style="list-style-type: none"> <li>• The General Data Protection Regulations (GDPR)</li> <li>• The Freedom of Information Act</li> <li>• The NHS Constitution</li> <li>• The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009</li> </ul> <p>By complying with these laws, the Practice has compelling legitimate grounds for the processing which override the interests, rights and freedoms in the right to object.</p>
7) <b>Right to access and correct</b>	<p>Under GDPR and the Data Protection Act 2018, you have the right to see or be given a copy of any personal data we hold about you. To gain access to a copy of your information, you will need to make a Subject Access Request (SAR) to the Practice.</p> <p>You also have the right to have incorrect data held about you corrected.</p>
8) <b>Retention period</b>	The data will be retained for the period as specified in the national NHS records retention schedule.
9) <b>Right to Complain.</b>	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a></p> <p>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>