

## 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 Heritage Primary Care Network.

Heritage 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.

As part of the PCN Network Contract DES, Heritage 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. Contraceptive advice

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

Access will be provided to NHS111 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 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 will be providing all organisational support for this service. Note this does not include the provision of clinical hours, treatment or staff.

**1) Controller** contact details

**(Main Site)**

Triveni PMS  
Escreet Grove Surgery,  
Escreet Grove,

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|  | <table border="1"> <tr> <td data-bbox="560 103 1129 152">Woolwich SE18 5TE</td> </tr> <tr> <td data-bbox="560 152 1129 322">Abbeywood Surgery,<br/>9 Godstow Road,<br/>Abbey Wood,<br/>London SE2 9AT</td> </tr> <tr> <td data-bbox="560 322 1129 492">Abbeyslade Surgery,<br/>111 Basildon Road,<br/>Abbey Wood,<br/>London SE2 0ER</td> </tr> <tr> <td data-bbox="560 492 1129 663">Bannockburn Surgery,<br/>20-22 Bannockburn Road,<br/>Plumstead,<br/>London SE18 1ES</td> </tr> <tr> <td data-bbox="560 663 1129 833">Waverley Practice,<br/>37 Waverley Crescent,<br/>Plumstead,<br/>London SE18 7QU</td> </tr> </table>   | Woolwich SE18 5TE | Abbeywood Surgery,<br>9 Godstow Road,<br>Abbey Wood,<br>London SE2 9AT   | Abbeyslade Surgery,<br>111 Basildon Road,<br>Abbey Wood,<br>London SE2 0ER   | Bannockburn Surgery,<br>20-22 Bannockburn Road,<br>Plumstead,<br>London SE18 1ES                                  | Waverley Practice,<br>37 Waverley Crescent,<br>Plumstead,<br>London SE18 7QU |  |
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| Waverley Practice,<br>37 Waverley Crescent,<br>Plumstead,<br>London SE18 7QU                                       |  |                   |  |  |   |  |  |
| <b>2) Data Protection Officer contact details</b>  | Danielle Gibbons<br>GP Data Protection Officer<br><a href="mailto:gpdpo@selondonics.nhs.uk">gpdpo@selondonics.nhs.uk</a>   |                   |  |  |   |  |  |
| <b>3) Purpose of the processing</b>  | To provide our patients with direct care.  |                   |  |  |   |  |  |
| <b>4) The Lawfulness Conditions and Special Categories</b>   | <p>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:</p> <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> |                   |  |  |   |  |  |
| <b>5) Recipient or categories of recipients of the shared data</b>   | The data will be shared with: <table border="1" data-bbox="560 1883 1171 2181"> <tr> <td data-bbox="560 1883 1171 2011"> <b>(Main Site)</b><br/>           Triveni PMS<br/> <a href="https://www.trivenipms.co.uk/">https://www.trivenipms.co.uk/</a> </td> </tr> <tr> <td data-bbox="560 2011 1171 2096">           Abbeywood Surgery<br/> <a href="https://abbeywoodsurgery.gpsurgery.net/">https://abbeywoodsurgery.gpsurgery.net/</a> </td> </tr> <tr> <td data-bbox="560 2096 1171 2181">           Abbeyslade Surgery<br/> <a href="https://www.basildonroadsurgery.co.uk/">https://www.basildonroadsurgery.co.uk/</a> </td> </tr> </table>  |                   | <b>(Main Site)</b><br>Triveni PMS<br><a href="https://www.trivenipms.co.uk/">https://www.trivenipms.co.uk/</a> | Abbeywood Surgery<br><a href="https://abbeywoodsurgery.gpsurgery.net/">https://abbeywoodsurgery.gpsurgery.net/</a> | Abbeyslade Surgery<br><a href="https://www.basildonroadsurgery.co.uk/">https://www.basildonroadsurgery.co.uk/</a> |  |  |
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| Abbeywood Surgery<br><a href="https://abbeywoodsurgery.gpsurgery.net/">https://abbeywoodsurgery.gpsurgery.net/</a> |  |                   |  |  |   |  |  |
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|---------------------------------------|--|
|                                       | <p>Bannockburn Surgery<br/><a href="https://www.bannockburnsurgery.co.uk/">https://www.bannockburnsurgery.co.uk/</a></p> <p>Waverley Practice<br/><a href="https://www.waverleypractice.co.uk/">https://www.waverleypractice.co.uk/</a></p>  |
| <b>6) 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> |
| <b>7) 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>   |
| <b>8) Retention period</b>            | <p>The data will be retained for the period as specified in the national NHS records retention schedule.</p>   |
| <b>9) 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>  |