



Privacy Notice – NHS Community Pharmacist Consultation Service

Plain English explanation

The NHS Community Pharmacist Consultation Service (CPCS) is a service which offers patients same day minor illness consultation with a community pharmacist, who is a qualified healthcare professional. This service will help make more GP appointments available for those with more complex needs.

Eleanor Cross Healthcare has signed up to participate in CPCS.

With your consent we will share information with the pharmacist of your choice in order for them to provide a consultation and give clinical advice. The pharmacist will contact you same day to arrange the appropriate consultation type: telephone, video or face-to-face.

When you make contact with healthcare providers outside the practice but within the NHS it is usual for them to send us information relating to that encounter. We will retain part or all of those reports.

You have the right to object to our sharing your data in these circumstances and alternative will be arranged.

We are required by Articles in the UK GDPR to provide you with the information in the following 9 subsections.

1) Data Controller contact details	Eleanor Cross Healthcare Delapre Medical Centre Gloucester Avenue Northampton NN4 8QF
2) Data Protection Officer contact details	Hayley Gidman Midlands and Lancashire CSU FAO: Delapre Medical Centre Gloucester Avenue Northampton NN4 8QF

3) Purpose of the processing	The information is shared to enable the other healthcare workers to provide the most appropriate advice, treatments and/ or care.
4) Lawful basis for processing	<p>The processing of personal data in the delivery of direct care and for the providers' administrative purposes in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the UK GDPR:</p> <p><i>Article 6(1)(a) 'the data subject has given consent to the processing of his or her personal data for one or more specific purposes'.</i></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>
5) Recipient or categories of recipients of the processed data	The data will be shared with Health and Care Professionals and support staff in pharmacies participating in CPCS scheme. Currently referral are made through PharmRefer, which is part of PharmOutcomes.
6) Right to object	You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice.
7) Right to access and correct	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.
8) Retention period	The data will be retained in line with the law and national guidance. Further information can be found at https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to the practice.
9) Right to complain	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or call their helpline tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate).

* "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.

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 consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order.