

NHS Community Pharmacist Consultation Service

(Minor Illness)

Privacy Notice

Aim of the service

The NHS Community Pharmacist Consultation Service (CPCS) is a national Advanced Service to refer patients requiring low acuity advice and treatment to their local community pharmacist for a consultation.

The purposes of the processing

The data is being processed for the purpose of delivery of the service. The CPCS service enables convenient and easy access for patients to community pharmacist advice for the management of minor illness.

The Practice will share your contact details and information about your illness with the community pharmacist.

CPCS only use your data for the purposes of delivering their service to you. Where a referral is made to a community pharmacist, limited information about the patient and their presenting condition will be shared with the pharmacy to whom they will be referred. This is required to enable the community pharmacist to provide a consultation and provide a summary record (known as a post-event message) back to their GP.

Sources of the data

Data will be collected directly from the patient at the point of referral.

Categories of personal data

Patient identifiers, summary of presenting condition.

Sharing your personal information

Personal data will only be shared with the Community pharmacies to whom patients are referred.

Your information will not be transferred outside the UK.

Legal basis for processing

UK GDPR Article 6.1(e) all holders of General Medical Services (GMS) contracts are legally required to provide primary care medical services under Part 4 of the NHS Act 2006. And, for special category data, Article 9.2(h) Health and Social Care.

How long do we keep your information for?

We keep your personal data in accordance with the NHS Records Management Code of Practice.

What rights do I have?

You have the right to have a copy of the information that we hold on you.

You have the right to have your personal data corrected if inaccurate.

You have the right to have your personal data erased in certain circumstances.

You have the right to restrict the processing of your personal data in certain circumstances.

The right to data portability and the right to object.

If you wish to exercise any of your rights, you can contact the practice.

Raising concerns

If you are concerned about the way, we are handling your information or wish to make a complaint please contact the Practice Manager on charlton.online@nhs.net

If you still have further concerns, then please contact the Data Protection Officer – Paul Couldrey (PCDC).

If the issue cannot be resolved by our organisation or the Data Protection Officer, you have the right to report it to the Information Commissioners Office (ICO). The ICO is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals. You can contact them on the details below:

www.ico.org.uk/concerns/

Phone – 0303 123 1113

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF