



Lonsdale Medical Centre

24 Lonsdale Road, London NW6 6RR

Privacy Policy (Full Version)

Who we are

Lonsdale Medical Centre, 24 Lonsdale Road, London NW6 6RR.

Data Controller: Dr Alexandra Panagoulas

Data Protection Officer (DPO): Dr Ernest Norman-Williams – nwl.infogovernance@nhs.net

Main phone: **0207 328 8331**

Last updated: September 2025

1) What this policy covers

This policy explains:

- what information we collect about you,
- how and why we use it,
- who we share it with,
- your rights, and
- how to contact us or complain.

2) Why we collect information

By law, healthcare staff must keep records of your care. We use your information to:

- give you safe, effective treatment and advice,
- answer your queries and arrange referrals,
- check and improve the quality of our services (audit and monitoring),
- run the practice safely and meet legal duties (for example, vaccination and screening invites).

Legal bases (UK GDPR):

- Public task / official authority (Art. 6(1)(e))
- Provision of health or social care (Art. 9(2)(h))
- Legal obligation (Art. 6(1)(c)) – where a law requires us to share or keep data (e.g., safeguarding)

3) What we collect

Your GP record can include:

- **Basic details** – name, date of birth, address, contact details, next of kin.
- **Health information** – medical history, diagnoses, medications, allergies, test results, letters and reports.
- **Appointments and contacts** – notes from visits, calls, eConsults and home visits.
- **Information from others** – hospitals, community services, pharmacies, health visitors, carers or relatives (where relevant).

We keep records on secure computer systems and, where needed, on paper.

4) How we keep your information safe

- Only authorised staff can see your record.
- We use secure systems and follow NHS security standards.
- Staff receive confidentiality and data-protection training.
- Trusted suppliers who process data for us must meet strict legal and contractual security requirements.

We follow: UK GDPR, Data Protection Act 2018, NHS Codes of Confidentiality and Information Security, Common Law Duty of Confidence, and other relevant laws.

5) How we use and share your information

Direct care

We use your information to provide care to you. We may share relevant details with other professionals involved in your treatment (for example, hospitals, community teams, NHS 111, out-of-hours services, pharmacies, and social care). We share the minimum necessary, and only with people who need to know.

Local and national NHS services

- **NHS screening programmes** (e.g., cervical, breast, AAA, diabetic eye screening) use your details to invite you when due.
- **Summary Care Record (SCR)**: a national record with key information (medicines, allergies, reactions). Additional information can be added only with your agreement. You can choose to opt out of having an SCR.
- **Quality and audit**: we may use information to check the quality of care (for example national clinical audits). Where possible, data is anonymised or pseudonymised.
- **Planning and research**: anonymised data may be used. If identifiable data is needed, the **National Data Opt-Out** applies (see Section 7).

Medicines and safety

NHS pharmacy and prescribing teams may review prescribing to improve safety and effectiveness.

Technology used in care

We may use tools such as **HEIDI Health AI** during consultations to help document and summarise your care. This supports accurate records and clinical decisions. Any data used is handled securely under data-protection law.

Special cases required by law

We may share information without consent if the law requires it or there is a serious risk of harm (for example safeguarding, court orders, certain infectious disease notifications).

We do **not** sell your data.

6) How long we keep your information

We keep records in line with the **NHS Records Management Code of Practice for Health and Social Care**. These rules say how long different records must be kept. If you would like details, please ask us.

7) Your choices about sharing (opt-outs)

- **Type 1 Opt-Out (at your GP):** stops your identifiable data leaving the practice for non-direct-care purposes (where allowed by law). Ask our reception to record this if you wish.
- **National Data Opt-Out:** stops your confidential patient information being used for **research and planning** (not for your direct care). You can set this at any time at www.nhs.uk/your-nhs-data-matters.

Saying no to data sharing for planning/research will **not** affect the care you receive. If you object to sharing for **direct care**, we will explain any impact on your treatment.

8) Your rights

You have the right to:

- **Access** your record (Subject Access Request).
- **Correct** mistakes (rectification). We usually add a correction note rather than delete clinical entries.
- **Limit or object** to certain uses (for example, planning/research).
- **Data portability** (where applicable).
- **Complain** to us and to the **Information Commissioner's Office (ICO)**.

ICO: **0303 123 1113** – www.ico.org.uk

9) Getting information in other formats

We can provide information in **large print, easy read, audio, braille or accessible PDF**. Please contact us. We aim to respond within **30 working days**.

10) Contact us (data protection queries)

- **Practice:** Lonsdale Medical Centre, 24 Lonsdale Road, London NW6 6RR – **0207 328 8331**
- **Data Controller:** Dr Alexandra Palagoulas
- **DPO:** Dr Ernest Norman-Williams – nwl.infogovernance@nhs.net

11) Changes to this policy

We review this policy regularly and will post updates on our website. Significant changes will be highlighted.

Useful notes (quick reference)

- We use your data mainly for **your care**.
- We share only what's **necessary** with those directly involved.
- You can **set your data-sharing choices** (Type 1 and National Data Opt-Out).
- You can **see your record** and **ask us to correct errors**.
- You can **complain to the ICO** if you are unhappy.