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Our ref: HLE 422- 2891

18 November 2014

Lisa Drake
Practice Manager
Seascale Health Centre
Gosforth Road
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CA20 1PN

Dear Lisa

Re:- Patient Access

Thank you for your email dated 3 November 2014 regarding the Patient Access issue raised by a patient from your practice.

Can you please forward the response below to the patient.

We take the security and data protection aspects of the Patient Access service very seriously.

The relevant data privacy legislation imposes many obligations on us (as both a data controller (in relation to your login/contact details) and a data processor (in relation to any health data)) which limits what we are allowed to do with the information which you provide to us and we always aim to act in accordance with those principles. In relation to any health information which you wish to add to your record or pass to your GP then this information is passed (via the Patient Access website) securely to the GP practice. No personal information is stored by the Patient Access website. Your GP is responsible for this data and we can only act in accordance with their instructions.

Please be reassured that we would not sell any user details to an unrelated third party and such a thing would not be permitted under the relevant legislation. We don't currently use any of your Patient Access contact information for marketing purposes (and we do not have any plans to so but if we ever started to do this then you have the legal right to require us to stop at any time) and we do not share your Patient Access data with any third parties.

I hope this helps allay your concerns.

Yours sincerely
EMIS

Ben Foster
Operations Director, Patient Services

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