



London Fields Primary Care Network

Privacy Notice

Introduction

This privacy notice explains how London Fields Primary Care Network (PCN) uses and protects your personal information. It applies to services delivered by the PCN in addition to those provided directly by individual GP practices.

Who we are

London Fields Primary Care Network is made up of the following GP practices:

Beechwood Medical Centre
The Dalston Practice
London Fields Medical Centre
Queensbridge Group Practice
Richmond Road Medical Centre
Sandringham Practice

Each GP practice is a data controller for the information it holds. For certain services delivered across the network, London Fields PCN and its member practices act as joint data controllers.

What is a Primary Care Network?

Primary Care Networks (PCNs) are groups of GP practices working together with other health and care organisations. PCNs aim to improve access to services, support coordinated care, and improve health outcomes.

Information we collect

We may process personal details, contact information, health and care information, appointment and referral details, and safeguarding information where required.

How we collect and use your information

We use your information to provide healthcare services, support direct patient care, coordinate care, support service planning and improvement, and meet legal, contractual and regulatory obligations.

Sharing your information

Information may be shared with GP practices within the PCN, NHS organisations, community health and mental health services, social care providers, local authorities, community pharmacies and approved organisations where there is a lawful basis.

Data security

We use appropriate technical and organisational measures including secure IT systems, access controls, staff training and compliance with the NHS Data Security and Protection Toolkit.

Digital Systems and Data Processors

London Fields Primary Care Network uses a range of secure, NHS-approved digital systems to support the delivery of healthcare services. These systems are used to manage and process personal and confidential patient information safely and appropriately.

All systems operate under formal NHS data processing agreements and are required to meet strict standards for data protection, confidentiality, and information security. Access is restricted to authorised staff who need the information to carry out their role.

Clinical and Administrative Systems:

EMIS Web (PCN EMIS Hub)

We use EMIS Web as our core clinical system to securely record and manage medical information, including consultations, diagnoses, medications, test results, referrals, and correspondence. Information is stored within the UK and access is limited to authorised healthcare professionals involved in your care.

AccuRx

AccuRx is used to support secure communication between patients and clinicians, including SMS messages, emails, video consultations, and document sharing. AccuRx operates under NHS contractual arrangements and does not use patient information for marketing or profiling purposes.

GP Connect

We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it,

to support direct patient care, leading to improvements in both care and outcomes. GP Connect is not used for any purpose other than direct care.

Authorised Clinicians such as GPs, NHS 111 Clinicians, Care Home Nurses (if you are in a Care Home), Secondary Care Trusts, and Social Care Clinicians can access the GP records of the patients they are treating via a secure NHS England service called GP Connect.

The NHS 111 service (and other services determined locally, for example, other GP practices in a Primary Care Network) will be able to book appointments for patients at GP practices and other local services.

Because the legal basis used for your care using GP Connect are the same as used in other direct care situations, the legal rights you have over this data under UK GDPR will also be the same - these are listed elsewhere in our privacy notice.

[Find out more about GP Connect.](#)

Lawful basis for processing

Under the UK GDPR, we process personal data under Articles 6(1)(e) and 6(1)(c). Special category health data is processed under Articles 9(2)(h) and 9(2)(i).

For the processing of personal data: Article 6.1 (e) of the UK GDPR: “processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller”.

For the processing of “Special Category Data” (which includes your medical information): Article 9.2 (h) of the UK GDPR: “processing is necessary for the purposes of preventive 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”.

How long we keep information

Information is retained in accordance with the NHS Records Management Code of Practice.

Your rights

You have rights to access, correct, restrict or object to processing, and request erasure where applicable.

How to raise a concern or complaint

Please contact your GP practice in the first instance.

Data Protection Officer (DPO): NHS North East London ICB

Email: itservicedesk.nelicb@nhs.net

Telephone: 0800 917 8607

You may also complain to the Information Commissioner's Office (ICO).