

## **PATIENT PARTICIPATION GROUP (PPG)**

Information provided as part of the PPG must be stored securely, used only for the purpose of the PPG, and processed lawfully in accordance with the Data Protection Act 2018 and UK General Data Protection Regulation, Article 8 of the human Rights Act, the Common Law of Confidentiality and the NHS code of confidentiality and security.

### **What is a PPG?**

A Patient Participation Group is a group of patients, carers and GP practice staff who meet to discuss patient's experiences and practice issues to help improve the service.

This is a contractual requirement of NHS England for GP Practices to set up a PPG for their patients.

### **What is your PPG set up?**

- How are patients recruited to join the PPG?
- How many members does your PPG have?
- What is the current PPG set up in your practice? Is this a face to face or virtual PPG?
- Are the meetings being recorded? Who has access to the recordings? How are recordings kept secured? How long do you keep the meeting recordings?
- How do you store, protect the information processed as part of the PPG?
- Is your PPG contact list up to date? Contact list must be reviewed regularly to ensure accuracy.
- What guidelines are in place and used regarding information sharing? Who will be able to access members contact details?
- What method of transfer/communication is being used?
- What type of identifiable data is being processed? Example: Name, address, date of birth, telephone number, email, or NHS number?
- What arrangement do you have in place to comply with individual's rights under the DPA 2018?
- What happens when a member no longer wishes to be part of the contact list or if they leave the practice?
- What is the data retention period or criteria used to decide the retention schedule?

## **Privacy Notice for the Patient Participation Group**

### **Who We Are & What We Do?**

Ravenswood Medical Practice Patient Participation Group is a group of patients, carers and GP practices staff who meet to discuss patient's experiences and practice issues to help improve the service. Our goal is to advise and support the practice to deliver a quality service to our patients.

In practice, PPG can play a number of roles but not exhaustive, including:

- Informing the practice on the patient viewpoint
- Organising health promotion events
- Communicating with a wider patient body and NHS to improve commissioning
- Helping local needs by running volunteer services and support groups
- Help improve the services provided by the practice with fundraising.

To do this Ravenswood Medical Practice Patient Participation Group (PPG) needs to collect and process your personal data and keep records of PPG meetings.

### **How we collect your information?**

We collect personal information directly from you when you register with us. Information we collect and process could include:

- Your Full Name
- Your postal address
- Your telephone numbers
- Your email address
- Gender

### **How we use your information?**

Your information is used to carry out the activities of the PPG, contact you regarding PPG activities, keep a register of active members.

We may share your information with the practice to progress comments you make with Ravenswood Medical Practice. We will usually seek your consent before we share your information. But when required by law, we may disclose information about you without your consent.

### **How do we protect your information?**

The PPG will keep your information secure, and it will only be accessed by authorised members who have a need to know the information. We will use your information in line with the Data Protection Act 2018 and UK General Data Protection Regulation, Article 8 of the human Rights Act, the Common Law of Confidentiality and the NHS code of confidentiality and security.

### **How long the PPG will retain your information?**

The PPG must only retain your personal data for as long as necessary to fulfil the purposes for which it was collect and to satisfy any legal, regulatory, or reporting requirements.

### **Your right and responsibility**

You have the responsibility to inform us of any changes such as your name, address, telephone number so we can amend our record and keep your information accurate.

You have a number of rights in relation to the processing of your personal data by the PPG which includes:

- The right to see information we hold about you.
- The right to request correction of inaccurate information held about you.
- The right to have your information deleted or removed from our member register.
- The right to request restriction of how the PPG's processing your information.
- The right to make a complaint to the Information Commissioner's Office (ICO).
- If you wish to exercise any of these rights, please contact the Practice Manager.

### **Raising concerns**

If you have any concerns and complaint, please contact the Practice Manager. If the issue cannot be resolved by us, you have the right to report it to the Information Commissioners Office on the details below:

[www.ico.org.uk/concerns/](http://www.ico.org.uk/concerns/)

0303 123 1113