

Privacy Notice – AccuRx

As part of the Digital First National programme of work, GP Practices are required to provide a tool for patients to access primary care services.

The aim of the Accurx platform is to improve communications between healthcare staff and patients resulting in improved outcomes and productivity. The platform facilitates digital communications between the practice and our patients.

Using the Accurx platform will require the processing of special category data by Accurx, their sub-processors and by default the GP Practice as a Controller. This will include; exchanging and storing messages in relation to patients and medical staff, performing video consultations (these will not be recorded or stored) between healthcare staff and their patients. This will allow you to respond to the Practice in multiple ways such as; free text, questionnaires and submitting images/documents.

If you have a non-urgent healthcare concern or need to contact the Practice for any medical or admin reason, click on the online via our website or via [NHS app](#) or via [NHS website](#). Fill out the online form, which will then be reviewed and processed by our healthcare professionals to decide the right care for you. We will respond to every online request 2 working days

Accurx is approved by NHS England to be used by GP practices and the other systems involved in patient care. NHS England has a lengthy assurance process to make sure they meet the highest standards of safety and security. Your data is safe and is shared only with your GP Practice for the purposes of your direct care. Your data is stored and sent securely using industry best practices, and Accurx only collect the data that is necessary to allow your GP Practice to provide you with care.

The Practice uses the following Accurx features:

- SMS – direct contact to patients / their representatives through text message, except where patient has declined SMS contact.
- Email - direct contact to patients / their representatives through email, except where patient has declined Email contact.
- NHSApp Messaging – patients that have NHSApp messaging enabled can receive push notifications via the app, rather than SMS or email.
- Patient triage – patients can submit medical and admin queries whilst the practice is open via <https://florey accurx.com/p/G83066> or, the surgery can submit a request on a patients behalf.
- 'Floreys' – Patients may be asked to provide further information for their query, update their medical records, or provide details regarding Long Term Conditions via web based questionnaires.
- Self-book Links – via SMS or Email. Patients are able to book any available appointment of a specific slot type. Slot type is chosen when sending self-book link.
- Video Consultations – patients are sent a weblink to access a video consultation with a clinician, either on a smartphone or computer.
- Accumail – allows health organisations to email each other through Accurx.
- Accubooks – booking system for Covid-19 vaccinations.

Accurx's privacy notice can be found on their website here: [Accurx | Privacy Policy](#)

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1) Controller contact details	Sidcup Medical Centre Main Surgery - 2 Church Avenue Sidcup Kent DA14 6BU Branch Surgery - 231 Burnt Oak Lane Sidcup Kent DA15 9BQ Branch Surgery - 63 Thanet Road Bexley Kent DA5 1AP Branch Surgery - 19 Crook Log Bexleyheath Kent DA6 8DZ
2) Data Protection Officer contact details	gpdpo@selondonics.nhs.uk
3) Purpose of the processing	The aim of the Accurx platform is to improve communications between healthcare staff and patients resulting in improved outcomes and productivity. The platform facilitates digital communications between the practice and our patients.
4) Lawful basis for processing	Under UK GDPR and DPA 2018 – 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’. 9(2)(h) ‘...medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems...’
5) Recipient or categories of recipients of the shared data	Data may be shared with Accurx, and their sub-processors such as cloud services used for Accurx’s own storage, communications, security, engineering, and similar purposes.
6) Rights to object	You have the right under Article 21 of the UK GDPR to object to your personal information being processed. Please contact the Practice if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.
7) Right to access and correct	You have the right to access copies of the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
9) Right to Complain.	You have the right to complain to us about the way your data is handled or processed. To so, please contact the Practice using the following details:

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	<p>Louise Wright Sidcup Medical Centre 231 Burnt Oak Lane, Sidcup, Kent DA15 9BQ sidcupmedical@nhs.net</p> <p>If you remain unsatisfied with our response, you have a right to complain to the Information Commissioner's Office. To do so, you can use this link https://ico.org.uk/make-a-complaint/data-protection-complaints/ or call their helpline</p> <p>Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)</p>
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