

DHC Patient Participation Group Privacy Notice

Introduction to our Patient Participation Group

Dorking Healthcare has established a Patient Participation Group (PPG) to help us to gather views and experiences from people who use our services. The PPG aims to allow our service users to be actively engaged and involved in decision-making to help shape our services and culture, with the ultimate aim of supporting high-quality sustainable services.

How We Use Your Information for our PPG

Participation in the PPG is entirely voluntary. If you are interested in joining our PPG, you will need to email patientparticipation.dhc@nhs.net or speak to a member of staff.

If you have expressed an interest in attending our PPG, we will collect the following information about you:

- Name;
- Contact number;
- Email address;
- Preferred contact method;
- Age;
- Ethnicity; and
- Area in which you live

Your information will be used to:

- Keep a register of current members;
- Contact you with details of PPG meetings;
- Progress any comments or suggestions; and
- Collect views and experiences from people from a range of equality groups

You may be asked for your view and experiences in relation to:

- How DHC can achieve its aims in providing best possible provision to its patients
- What developments in the community that may impact healthcare have occurred
- What other health services are doing and providing feedback to DHC

- What patients and individuals who have not accessed our services think of DHC

A standard PPG will be held every 3 months but we may hold additional PPGs for more bespoke topics. We will tell you whether the PPG will be held in person or via video conference. Where PPGs are held remotely, we will provide you instructions for joining ahead of the meeting.

Each PPG will usually have up to 12 participants in attendance plus relevant members of the Dorking Healthcare team. Your identity and any views or comments you express at the PPG will therefore be shared with the other attendees.

Why we use your information

As a healthcare provider, we are regulated by the Care Quality Commission (CQC) and have established our PPG to support us to meet our CQC requirements. Specifically, the PPG assists us in responding to the CQC's Key Lines of Enquiry relating to 'well-led' domain.

The output of the PPG will be used to help influence how we provide our healthcare services which we have been commissioned to provide under the NHS Act 2006 and the Health and Social Care Act 2012.

Article 6 (1) (e) – the 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;

Article 9 (2) (h) -processing is necessary for...the provision of health or social care or treatment or the management of health or social care systems and services..."

Securing your Personal Data

Your Personal Data will be stored in a securely in a protected area within our network. Access to this area is restricted to only those members of staff that require access. If you no longer wish to take part in the PPG, we will immediately remove your personal data from our register.

The output of each PPG will be recorded within the minutes in a way that does not identify you as an individual.

Changing your mind

You are able to withdraw from the PPG at any time. We will remove your contact details from our PPG register and you will not receive any further contact relating to our PPG.

If you wish to withdraw from the PPG, please email patientparticipation.dhc@nhs.net.

Your Direct Care will not be impacted in any way should you choose not to take part.