# [insert practice name] and Your Information

[insert practice name] takes your privacy very seriously. We are registered with the Information Commissioner’s Office as a Data Controller and our registration number is [insert No].

If you have any questions or wish to make a request in relation to your information, please contact us at;

[insert address]

[insert Data Protection Officer details]

[insert practice name] aims to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your ‘health care record’ and may be stored in paper form or on computer and electronic systems and may include **Personal Data**;

* basic details about you, such as address, date of birth, NHS number, and next of kin

as well as **Sensitive Personal Data**;

* contact we have had with you, such as clinical visits
* notes and reports about your health
* details and records about your treatment and care
* results of x-rays, laboratory tests etc.

Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

# What do we do with your information?

* Refer you to other healthcare providers when you need other service or tests
* Share samples with laboratories for testing (like blood samples)
* Share test results with hospitals or community services (like blood test results)
* Allow out of hours or extended hours GPs to look at your health record when you are going to an appointment
* Send prescriptions to a pharmacy
* Text patients in relation to healthcare services
* Samples are provided to the courier for delivery to pathology
* Share reports with the coroner
* Receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital
* Produce medical reports on request from third parties such as the DVLA or your employer
* Movement of Patient records to Primary Care Support England

Follow **this link** to see a list of the partners that we usually share with.

# What else do we do with your information?

Along with activities related directly to your care, we also use information in ways which allow us to check that care is safe and provide data for the improvement and planning of services.

* Quality / payment / performance reports are provided to service commissioners
* As part of clinical research – information that identifies you will be removed, unless you have consented to being identified
* Undertaking clinical audits within the practice
* Supporting staff training
* Incident and complaint management

# CCTV

CCTV is in place in the [insert area] of our practice.

It has been installed solely for the safety and security of our patients and staff, to prevent and deter crime.

Images are recorded 24 hours a day and stored on the hard drives of the recording devices that are situated in secure areas and only the practice managers and those delivering technical support services will have access to the system.

The CCTV only records images and does not record audio.

 All CCTV recordings are stored on our recording devices for [insert] days before being deleted.

There are signs in the practice telling you that CCTV is in place.

We will only ever share information with the relevant authorities in connection with the safety and security of patients and staff and will not share with any other third parties.

Visitors to the practice have the right to request to see images of themselves on CCTV as part of a request made under the privacy legislation. Like all subject access requests, it should be made in writing.

We have followed the CCTV guidelines produced by the Information Commissioners’ Office.

# Telephone Recording

This practice records the calls coming into and going out of the practice.

It has been installed solely for training and monitoring purposes.

Recordings are retained for [insert retention period] and stored on the hard drives of the recording devices that are situated in secure areas and only the practice managers and those delivering technical support services will have access to the system.

# Sharing when Required by Law

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults, reporting infectious diseases or where required by court order.

# Care Quality Commission Access to Health Records

CQC has powers under the Health and Social Care Act 2008 to access and use your health information where it is necessary to carry out their functions as a regulator.

This means that inspectors may ask to look at certain records to decide whether we are providing safe, good quality care.

More information about the CQC can be obtained on their website <https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

# Information Access and Rights

Data protection law provides you with a number of rights that the practice is committed to supporting you with;

## Right to Access

You have the right to obtain:

confirmation that your information is being used, stored or shared by the practice

a copy of information held about you

We will respond to your request within one month of receipt or will tell you when it might take longer.

We are required to validate your identity including the identity of someone making a request on your behalf

## Right to Object or Withdrawn Consent

We mainly use, store and share your information because we are permitted in order to deliver your healthcare but you do have a right to object to us doing this.

Where we are using, storing and sharing your information based on explicit consent you have provided, you have a right to withdraw that consent at any time.

Our Data Protection Officer will be happy to speak with you about any concerns you have.

## Right to Correction

If information about you is incorrect, you are entitled to request that we correct it

There may be occasions, where we are required by law to maintain the original information – our Data Protection Officer will talk to you about this and you may request that the information is not used during this time

We will respond to your request within one month of receipt or will tell you when it might take longer.

## Complaints

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the link below for more information.

For more detailed information on your rights visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

# Case Finding

Sometimes your information will be used to identify whether you need particular support from us.

Those involved in your care might look at particular ‘indicators’ (such as particular conditions) and contact you or take action for healthcare purposes. For example, this might be to prevent you from having to visit accident and emergency by supporting you in your own home or in the community.

We will use automated technology to help us to identify people that might require support but ultimately, the decision about how or whether to provide extra support you is made by those involved in your care.

Our Data Protection Officer will be happy to speak to you about this if you have concerns or objections.

# Partnerships / Federations

Our practice uses [insert provider] to support us to deliver some of our services such as providing appointments when our practice is closed or for community-based services.

Here [insert website] is some more information about who they are and what they do.

# Information Technology

The practice will use third parties to provide services that involve your information such as;

* Removal and destruction of confidential waste
* Provision of clinical systems
* Provision of connectively and servers
* Digital dictation services

Data analytics or warehousing (these allow us to make decisions about care or see how effectively the practice is run – personal data will never be sold or made available to organisations not related to your care delivery)

We have contracts in place with these third parties that prevent them from using it in any other way that instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

Please visit **this link** to find out more about our sharing partners and providers.

# How do we Protect your Information?

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this;

Staff receive annual training about protecting and using personal data

Policies are in place for staff to follow and are regularly reviewed

We check that only the minimum amount of data is shared or accessed

We use ‘smartcards’ to access systems, this helps to ensure that the right people are accessing data – people with a ‘need to know’

We use encrypted emails and storage which would make it difficult for someone to ‘intercept’ your information

We report and manage incidents to make sure we learn from them and improve

We put in place contracts that require providers and suppliers to protect your data as well

We do not send your data outside of the EEA

# How Long Do We Keep Your Information?

In line with the Department of Health Code, we will retain / store your health record for your lifetime. When a patient dies, we will review the record and generally it will be destroyed 10 years later, unless there is a reason to keep it for longer.

If you move away or register with another practice, we will send your records to the new practice.

# Appendix A – [insert practice name] Routine Sharing Partners

|  |  |
| --- | --- |
| Provider | Website |
| Referrals / Test Results / Discharge Notices |   |
| Ipswich Hospital | http://www.wsh.nhs.uk/Home.aspx |
| Queen Elizabeth Hospital | [www.qehkl.nhs.uk/](http://www.qehkl.nhs.uk/) |
| North Cambridgeshire Hospital | [www.cambscommunityservices.nhs.uk/](http://www.cambscommunityservices.nhs.uk/) |
| Addenbrookes Hospital.  | <https://www.cuh.nhs.uk/addenbrookes-hospital> |
| Papworth Hospital | [www.royalpapworth.nhs.uk/](http://www.royalpapworth.nhs.uk/) |
| Norwich Community Hospital | norfolkcommunityhealthandcare.nhs.uk/ |
| James Paget Hospital | jpaget.nhs.uk/ |
| Hellesdon Hospital | nsft.nhs.uk/ |
| Guy's & St Thomas | <https://www.guysandstthomas.nhs.uk/Home.aspx> |
| Moorfield Eye Hospital | moorfields.nhs.uk/ |
| Royal Orthopaedic Hospital | rnoh.nhs.uk/ |
| Great Ormond Street  | [www.gosh.nhs.uk/](http://www.gosh.nhs.uk/) |
| West Suffolk Hospital | <http://www.ipswichhospital.nhs.uk/> |
| Norfolk and Norwich Hospital.  | <http://www.nnuh.nhs.uk/> |
| Thetford Healthy Living Centre | thetfordhlc.org.uk/ |
| Norfolk & Suffolk ME/CFS | ecch.org/ourservices |
| Norfolk Community Eating Disorder Service | cpft.nhs.uk/ |
| Southgates Medical Centre | southgates.org.uk |
| Nuffield Hospitals | nuffieldhealth.com/ |
| Global Diagnostics | globaldiagnostics.co.uk |
| Spire Norwich Hospital | spirehealthcare.com/ |
| BMI The Sandringham Hospital | bmihealthcare.co.uk/ |
| Fakenham Weight Management | fakenham-medical-practice.nhs.uk/ |
| Macmillan | <https://www.macmillan.org.uk/fundraising/inyourarea/england/suffolk/suffolk.aspx> |
| Gayton Road Health Centre | vidahealthcare.nhs.uk/ |
| Priscilla Bacon Lodge | priscillabaconhospice.org |
| Tapping House | norfolkhospice.org.uk |
| Swaffham & Litcham Home Hospice | swaffhamandlitchamhomehospice.co.uk |
| Social Services | norfolk.gov.uk/care-support-and-health/ |
| Slimming World | slimmingworld.co.uk |
| Norfolk Community Health & Care | http://www.norfolkcommunityhealthandcare.nhs.uk/ |
| Norfolk & Suffolk Mental Health Trust | http://www.nsft.nhs.uk/Pages/Home.aspx |
| Gender Identity Clinic | https://gic.nhs.uk/ |
| Bourn Hall Clinic | https://www.bournhall.co.uk/ |
| British Red Cross | https://www.redcross.org.uk/ |
| Smoke Free Norfolk | http://www.smokefreenorfolk.nhs.uk/ |
| I Cash | https://www.icash.nhs.uk/where-to-go/oak-street |
| Point 1 | https://point-1.org.uk/ |
| ICC | http://www.northnorfolkccg.nhs.uk/integrated-Norfolk |
| Norfolk County Council Services | https://www.norfolk.gov.uk/care-support-and-health/contact-our-social-care-team |
| Ascenti Physio | https://www.ascenti.co.uk/ |
| Wellbeing | https://www.wellbeingnands.co.uk/ |
| Combat Stress | <https://www.combatstress.org.uk/> |
| Norfolk and Suffolk Foundation Trust | http://www.nsft.nhs.uk/Our-services/Pages/Great-Yarmouth-and-Waveney-Adult-Services.aspx |
| Colman Hospital | http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/colman-hospital |
| Admiral Nurse Service | https://www.dementiauk.org/get-support/admiral-nursing/?gclid=EAIaIQobChMIw83kxuaO2gIVBRUYCh2tWwBtEAAYASAAEgLWufD\_BwE |
| Norfolk Recovery Partnership | http://www.norfolkrecoverypartnership.org.uk/Pages/default.aspx |
| East Coast Community Healthcare | https://www.ecch.org/ |
| Ormiston Families | https://www.ormiston.org/ |
| Swaffham Community Hospital | http://www.norfolkcommunityhealthandcare.nhs.uk/Swaffham-community-hospital/ |
| Leeway Domestic Violence and Abuse Services | https://www.leewaysupport.org/ |
| Kelling Hospital | http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/kelling-hospital/ |
| British Pregnancy Advisory Service | https://www.bpas.org/ |
| Walking With The Wounded | <https://walkingwiththewounded.org.uk/?gclid=EAIaIQobChMI5-u9jImP2gIVFc-yCh0GNAQHEAAYASAAEgIQTvD_BwE> |
| East Anglian DriveAbility | http://www.eastangliandriveability.org.uk/ |
| Fakenham Sports & Fitness Centre | https://www.placesforpeopleleisure.org/centres/fakenham-sports-and-fitness-centre/ |
| Together for Mental Wellbeing | http://www.together-uk.org/ |
| Heritage House Day Care | http://www.heritagehousewells.org.uk/ |
| Mary Chapman House | https://www.nhs.uk/Services/clinics/Services/Service/DefaultView.aspx?id=300239 |
| Cambridgeshire and Peterborough Foundation Trust | http://www.cpft.nhs.uk/ |
| Cromer Hospital | http://www.nnuh.nhs.uk/our-services/our-hospitals/cromer-and-district-hospital/ |
| Anglia Community Eye Service | http://www.aces-eyeclinic.co.uk/ |
| Julian Hospital | https://www.nhs.uk/Services/hospitals/Overview/DefaultView.aspx?id=2994 |
| Northamptonshire Healthcare NHS Trust | https://www.nhft.nhs.uk/gender-identity-clinic |
| The Nottingham Centre for Transgender Health | https://www.nottinghamshirehealthcare.nhs.uk/nottingham-centre-for-transgender-health |
| Tavistock and Portman NHS Trust | https://tavistockandportman.nhs.uk/ |
| CareUK | [www.careuk.com/care-homes/our-care-homes/our.../improving-services-in-suffolk](http://www.careuk.com/care-homes/our-care-homes/our.../improving-services-in-suffolk) |
| Macmillan | <https://www.macmillan.org.uk/fundraising/inyourarea/england/suffolk/suffolk.aspx> |
| Express Diagnostics (24hr ECGS | [www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/](http://www.expressdiagnostics.co.uk/patients/heart-tests/24-hour-holter-ecg/) |
| The Pathology Partnership | [https://www.healthwatchsuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip…](https://www.healthwatchsuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip%E2%80%A6) |
| St Nicholas Endoscopy Unit | stjamesmp.co.uk/services/st-nicholas-endoscopy-unit/ |
| Bartram Wheelchair Service | bartrams.net/wheelchair-services-contracts/ |
| Norfolk & Suffolk ME/CFS | ecch.org/ourservices |
| St Georges Medical Centre | stgeorges-littleport-co.uk/ |
| Change Grow Live | changegrowlive.org |
| St James Clinic | norfolkcommunityhealthandcare.nhs.uk/ |
| Lynnsport | aliveleisure.com/ |
| Dereham Leisure Centre | [www.leisurecentre.com/dereham](http://www.leisurecentre.com/dereham) |
| Elena Fox Physiotherapy | foxphysiotherapy.co.uk |
| Allied Physios.  | <http://ahpsuffolk.co.uk/> |
| Gender Identity Clinic London | <https://gic.nhs.uk/> |
| Diana Redman | <http://www.holistic-care.com/practitioners/diana-redman> |
| Asperger Service Norfolk | <http://www.asperger.org.uk/> |
| Care Navigator | <http://www.westnorfolkccg.nhs.uk/news/care-navigators-aim-help-patients-stay-safe-and-well-home> |
| Family Action | <https://www.family-action.org.uk/worried/in-your-area/> |
| 111 | <https://www.nhs.uk/NHSEngland/AboutNHSservices/.../Pages/NHS-111.aspx> |
| East of England Ambulance Trust | <https://www.eastamb.nhs.uk/> |
| IC24 | [www.ic24.org.uk/](http://www.ic24.org.uk/) |
| Healthy Child Program | <https://www.norfolk.gov.uk/education-and-learning/.../the-healthy-child-programme> |
| EACH | <https://www.each.org.uk/> |
| Telederm | http://www.telederm.uk.com/ |
| Heron | <http://www.heron.nhs.uk/> |
| Broadland House Care Home  | http://www.broadlandhouse.com/ |
| Old Vicarage Care Home  | https://www.ashleycaregroup.com/ |
| Hickling House Care Home  | http://www.norfolkcarehome.co.uk/ |
| Sydney House Care Home | http://www.victoriacareservices.co.uk/ |
| Ingham Old Hall Care Home  | http://www.inghamoldhall.co.uk/ |
| Elizabeth Fitzroy Home  | https://www.fitzroy.org/ |
| Leaf Care  | http://www.leafcareservices.co.uk/ |
| RMS | http://www.northnorfolkccg.nhs.uk/referral-management-service |
| Home Oxygen Service | http://www.bochealthcare.co.uk/en/index.html |
| Victory Leisure Centre | https://www.placesforpeopleleisure.org/centres/victory-swim-and-fitness-centre/ |
| Splash Sheringham | https://www.placesforpeopleleisure.org/centres/splash-leisure-and-fitness-centre/ |
| RCGP (extraction) | http://www.rcgp.org.uk/ |
| Fitzwilliam Hospital | <https://www.fitzwilliamhospital.co.uk/> |
| Homerton University Hospital | [www.homerton.nhs.uk](http://www.homerton.nhs.uk/) |
| Indigo Dyslexic Centre | [www.4dyslexics.com](http://www.4dyslexics.com/) |
| Hull Royal Infirmary | [https://www.hey.nhs.uk](https://www.hey.nhs.uk/) |
| Leeds General Infirmary | [www.leedsth.nhs.uk](http://www.leedsth.nhs.uk/) |
| Moss & Leakey | [www.mossandleakey.com](http://www.mossandleakey.com/) |
| Indigo Dyslexic Centre | [www.4dyslexics.com](http://www.4dyslexics.com/) |
| Chatterton House | nsft.nhs.uk/ |
| Chet Valley Medical Practice  | <http://www.loddondoctorssurgery.co.uk/> |
| Early Help Hub | https://www.south-norfolk.gov.uk/residents/south-norfolk-help-hub |
| Avanti Physiotherapy | https://avantiphysio.com.au/ |
| Northgate Hospital, Great Yarmouth (East Coast Community Healthcare CIC | http://www.ecch.org/ |
| Victory Swim & Fitness Centre, North Walsham | https://www.placesforpeopleleisure.org/centres/victory-swim-and-fitness-centre |
| West Norfolk Deaf Association | [www.wnda.org.uk/](http://www.wnda.org.uk/) |
| KL Chiropractic Clinic | http://www.lynnchiropractic.co.uk/ |
| Priory Clinic | <http://www.priorygroup.com/> |
| Low Visual Aids Clinic | <https://www.fakenham-medical-practice.nhs.uk/outreach-services> |
| Yaxley House Care Home | <https://www.kingsleyhealthcare.co.uk/care-homes/suffolk/eye/yaxleyhouse/> |
| Point 1, Great Yarmouth | https://point-1.org.uk/ |
| Marie Stopes | https://www.mariestopes.org.uk/ |
| Outside Clinic | http://outsideclinic.co.uk/ |
| Spectacles at Home | http://www.spectaclesathome.co.uk/ |
| Crossways Residential Home | https://www.carehome.co.uk/carehome.cfm/searchazref/10001510CROZ |
| Kingsgate Residential Home | http://kingsgaterh.co.uk/ |
| South Street Residential Home | https://www.carehome.co.uk/carehome.cfm/searchazref/10001510MERA |
| St Davids Nursing Home | http://st-davids.com/ |
| Suncourt Nursing Home | https://www.carehome.co.uk/carehome.cfm/searchazref/20001510SUNA |
| Cranmer House, Fakenham | https://www.carehome.co.uk/carehome.cfm/searchazref/10001510CRAB |
| Glendon House, Overstrand | https://www.carehome.co.uk/carehome.cfm/searchazref/10001510GLEA |
| Child and Adolescent Eating Disorder | https://helpfinder.beateatingdisorders.org.uk/central-norfolk-child-&-adolescent-eating-disorders-service-(cen-caeds) |
| Hoof (Home Oxygen) |   |
| Swift Service | https://www.norfolk.gov.uk/care-support-and-health/care-and-support/urgent-help/how-to-get-urgent-help |
| Siskin Centre (Dental) | http://www.norfolkcommunityhealthandcare.nhs.uk/ |
| Norfolk Footcare | http://www.norfolkfootcare.co.uk/ |
| ITP | <http://ahpsuffolk.co.uk/> |
| Norfolk Family Solutions | https://csapps.norfolk.gov.uk/csshared/ecourier2/getfile.asp?id=6505 |
| Princess of Wales Hospital | www.cambscommunityservices.nhs.uk/contact-find.../princess-of-wales-hospital-ely |
| OneNorwich | http://www.onenorwich.nhs.uk/ |
| Halsey House, Cromer | https://www.carehome.co.uk/carehome.cfm/searchazref/20001510HALC |
| Pineheath ward, Kelling | http://www.norfolkcommunityhealthandcare.nhs.uk/The-care-we-offer/Service-search/kelling-hospital |
| MECS (Minor Eye Conditions Service) | http://www.norfolkwaveneyloc.org.uk/patient-information/minor-eye-conditions-service/ |
| Macmillan, Norfolk | https://www.macmillan.org.uk/ |
| Calais Hospital | http://www.calais-cotedopale.co.uk/calais-hospital |
| Electronic Prescribing Services |   |
| Various pharmacies across Norfolk and Waveney - see https://psnc.org.uk/dispensing-supply/eps/ |
| Coroner Reports |   |
| Ipswich Coroners | <https://www.suffolk.gov.uk/births-deaths-and-ceremonies/the-coroner-service/> |
| Norfolk Coroners  | <https://www.norfolk.gov.uk/births-ceremonies-and-deaths/deaths/the-coroner> |
| Commissioner / Safety / Quality Reports |   |
| North Norfolk CCG | [https://www.whttp://www.northnorfolkccg.nhs.uk/](https://www.whttp/www.northnorfolkccg.nhs.uk/) |
| West Suffolk CCG | <https://www.westsuffolkccg.nhs.uk/> |
| West Norfolk CCG | [www.westnorfolkccg.nhs.uk/](http://www.westnorfolkccg.nhs.uk/) |
| NHS Great Yarmouth & Waveney CCG | <https://www.westsuffolkccg.nhs.uk/> |
| Iceni Healthcare Ltd | http://www.icenihealthcare.co.uk/ |
| NHS England  | https://www.england.nhs.uk/ |
| Norfolk County Council | https://www.norfolk.gov.uk/ |
| Ipswich and East Suffolk CCG | [www.ipswichandeastsuffolkccg.nhs.uk/AboutUs.aspx](http://www.ipswichandeastsuffolkccg.nhs.uk/AboutUs.aspx) |
| ACE | [www.acecic.co.uk/](http://www.acecic.co.uk/) |
| East Anglian Diabetic Eye Screening | [www.eadesp.co.uk/](http://www.eadesp.co.uk/) |
| Public Health | <https://www.suffolk.gov.uk/adult-social-care-and-health/public-health/> |
| NRLS | <https://report.nrls.nhs.uk/GP_eForm> |
| Anglia Health Protection Team (infectious diseases) | <https://www.gov.uk/guidance/contacts-phe-health-protection-teams> |
| Police / Government |   |
| Suffolk Constabulary | <https://www.suffolk.police.uk/> |
| Norfolk Constabulary | <https://www.norfolk.police.uk/> |
| DVLA | <https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency> |
| Department for Work and Pensions | https://www.gov.uk/government/organisations/department-for-work-pensions |
| NHS Pensions | <https://www.nhsbsa.nhs.uk/nhs-pensions> |
| NEST | <https://www.nestpensions.org.uk/schemeweb/NestWeb/faces/public/.../loginPage.xhtml> |
| DNA Testing |   |
| Cellmark | [www.Cellmark.co.uk](http://www.cellmark.co.uk/) |
| DNALegal (DNA Testing) | https://www.dnalegal.com/  |
| Research |   |
| University of Cambridge | http://www.phpc.cam.ac.uk/ |
| NHS National Institute for Health Research | [https://id.crncc.nihr.ac.uk](https://id.crncc.nihr.ac.uk/) |
| Individual Funding Requests / Medicines Management |
| Norfolk Medicines Support | [www.norfolk.gov.uk/norfolk-county-council/support](http://www.norfolk.gov.uk/norfolk-county-council/support) |
| North Norfolk CCG | www.northnorfolkccg.nhs.uk/individual-funding-requests  |

|  |  |
| --- | --- |
| Provider | Website |
| Confidential Waste |   |
| Avena | <https://www.avenaconfidential.co.uk/> |
| Restore | <https://www.restore.co.uk/Datashred> |
| Shred Station | <https://www.shredstation.co.uk/> |
| Shred-It | <https://www.shredit.co.uk/en-gb/home> |
| Onsite Shredding | NA |
| Citrus | [http://www.citrussecurityshredding.co.uk](http://www.citrussecurityshredding.co.uk/) |
| Bolton Brothers | [www.boltonbros.co.uk/](http://www.boltonbros.co.uk/) |
| BIFFA | <https://www.biffa.co.uk/> |
| PHS | <https://www.phs.co.uk/about-us/our-brands/wastemanagement> |
| Couriers / Delivery |   |
| ISS pathology Couriers | [www.issdistribution.co.uk/](http://www.issdistribution.co.uk/) |
| North East Essex, Suffolk Pathology Services | <https://neesps.info/our-services/> |
| The Pathology Partnership | <https://www.cuh.nhs.uk/news/pathology/pathology-services-partnership-goes-live> |
| ERS Medical | ersmedical.co.uk/ |
| City Sprint  | <https://www.citysprint.co.uk/> |
| Capita | <https://www.capita.com/> |
| Multi-Functional Devices |   |
| Norfolk Copiers Ltd | [www.norfolk-copiers.co.uk/](http://www.norfolk-copiers.co.uk/) |
| Copy IT | <http://www.copyitdigital.co.uk/> |
| TeleComms |   |
| APR Telecomms / Tollring | <https://www.aprtelecoms.co.uk/> |
| Convergence telephone | <https://www.convergencecomms.com/> |
| NCS Limited | <https://www.ncs-ltd.com/> |
| Premier Voice | <https://www.premierchoicegroup.com/> |
| Healthcare Software |   |
| CareFusion Spirometry Software | NA |
| dispensIT | NA |
| Cardioperfect BP Software | NA |
| Cardionetics ECG Software | NA |
| INR Star / LumiraDx Care Solution | NA |
| Health Intelligence | <https://health-intelligence.com/> |
| Child Health Provide | <https://www.provide.org.uk/> |
| Eclipse Solutions (Safety Reports) | [www.eclipsegroup.co.uk/](http://www.eclipsegroup.co.uk/) |
| MJOG | <https://www.mjog.com/> |
| Website Hosting / Mailing |   |
| WebAdore | <https://www.webadore.co.uk/> |
| Docmail | [www.docmail.co.uk/](http://www.docmail.co.uk/) |
| NHS Choices | <https://www.nhs.uk/> |
| Mysurgery Website | [www.mysurgerywebsite.co.uk/](http://www.mysurgerywebsite.co.uk/) |
| Healthcare Hardware |   |
| Numed | <https://www.numed.co.uk/> |
| Northwest Ostomy Supplies | [www.nhs.uk/service-search/pharmacies/profile/55422](http://www.nhs.uk/service-search/pharmacies/profile/55422) |
| CCTV |   |
| Dragon Security | <https://dragonsecurity.co.uk/> |
| STC Solutions | http://www.stcsolutions.co.uk/ |
| IT Service Provider |   |
| Dionysys Ltd | NA |
| ECS computers | <https://www.ecscomputers.co.uk/> |
| NELCCG | [www.nelcsu.nhs.uk/](http://www.nelcsu.nhs.uk/) |
| Digital Dictation |   |
| Lexacom 3 | <https://www.lexacom.co.uk/our-products/lexacom-3/> |
| Crescendo | http://www.crescendosystems.co.uk/ |
| Olympus dictations software | <https://www.olympus.co.uk/site/en/a/audio_software/index.html> |
| Digital Redaction / Scanning |   |
| iGPR | [www.igpr.co.uk/](http://www.igpr.co.uk/) |
| ScanAll pro | NA |
| Scan & Collate | [www.scanandcollate.co.uk/](http://www.scanandcollate.co.uk/) |
| Payroll / Finance |   |
| PayeDoc | [www.gppayroll.org.uk/](http://www.gppayroll.org.uk/) |
| Fairways | <https://www.fairwaytraining.com/> |
| IRIS accounting software | <https://www.iris.co.uk/> |
| MB | <http://www.marciabowers.co.uk/> |
| Sage | <https://www.sage.com/en-gb/> |
| Larkin Gowen Accountants | https://www.larking-gowen.co.uk/  |
| Xero | <https://www.xero.com/uk/> |
| Associations / Groups / Providers |   |
| National Pharmacy Association | <https://www.npa.co.uk/> |
| AGEM - Medicines Optimisation | <https://www.ardengemcsu.nhs.uk/> |
| Medical Defence Union | <https://www.themdu.com/> |
| Provision of Clinical System |
| EMIS Web | https://www.emishealth.com/products/emis-web |
| Systm One (TPP) | <https://www.tpp-uk.com/> |