



Patient Participation Group Privacy Notice

Subject:	Patient Participation Group Privacy Notice
Date of Review:	07/05/2026
Date of Next Review:	07/05/2027
Person Responsible for Policy Implementation and Review:	Kelly Houseman
Policy Location:	TeamNet
Version	3 – Fully revised due to change in DPO

Introduction

Eve Hill Medical Practice has an active Patient Participation Group (PPG). The PPG is made up of volunteer patients who work with the practice to help improve services and patient experience.

This privacy notice explains **how personal data relating to PPG members is collected, used, stored, and protected**, and outlines your rights under data protection legislation.

This notice applies **only** to participation in the PPG and sits **alongside the main Practice Privacy Notice**, which covers how patient medical records are processed.

What personal data we collect

For PPG purposes, we may collect and process the following information:

- Name
- Contact details (email address, telephone number)
- Confirmation that you are a registered patient at the practice
- PPG correspondence and meeting attendance records
- Feedback, comments, or survey responses you choose to provide

We do **not** access or use your medical record for PPG activities.

How we use your information

Your personal data is used solely to support the administration and function of the PPG, including:

- Communicating with you about PPG meetings, events, or consultations
- Sharing practice updates or requests for patient feedback
- Maintaining an up-to-date list of PPG members
- Recording meeting attendance and discussion outcomes
- Supporting patient engagement and service improvement activity

Your information will **not** be used for marketing or unrelated purposes.



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Lawful basis for processing

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on is:

- **Article 6(1)(e)** – processing is necessary for the performance of a task carried out in the public interest

Where you provide feedback or opinions, this is processed as part of patient engagement and consultation activity.

You may withdraw from the PPG at any time.

Who we share your information with

Your PPG information is normally **only used within Eve Hill Medical Practice**.

We do not routinely share PPG member details with external organisations. If information were ever shared (for example, anonymised feedback with an ICB or Primary Care Network), this would be done **without identifying individual members**, unless you have given explicit consent.

How we keep your data secure

We use appropriate technical and organisational measures to protect PPG data, including:

- Secure NHS-approved IT systems
- Access restricted to authorised staff
- Staff training in confidentiality and data protection

Paper or electronic records are kept securely at all times.

How long we keep your information

PPG records are retained only for as long as necessary to support PPG activity.

When you leave the PPG, your personal details will be securely deleted or destroyed in line with NHS records management guidance.

Your rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Ask for incorrect or incomplete data to be corrected
- Object to or restrict how your data is used



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- Withdraw from the PPG at any time
- Complain to the Information Commissioner's Office (ICO)

To exercise your rights, please contact the practice.

Data Controller and Data Protection Officer

Data Controller:

Eve Hill Medical Practice
29 Himley Road, Dudley, DY1 2QD
Tel: 01384 254423
Email: bcicb.evehill@nhs.net

Data Protection Officer:

Michelle K Norcup
Email: bcicb.dpo@nhs.net

Complaints

If you have concerns about how your PPG information is handled, please contact the Practice Manager in the first instance.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Website: www.ico.org.uk
Telephone: 0303 123 1113