



RAMSEY GROUP PRACTICE LLC  
BOWRING ROAD  
RAMSEY  
ISLE OF MAN  
IM8 3EY

### **PRIVACY NOTICE FOR REMOTE GP**

#### **TELEPHONE CONSULTATIONS PROVIDED BY REMOTE GP'S**

Ramsey Group Practice LLC have been asked by Manx Care to take part in a pilot to try and help ease pressure on GP practices on the Isle of Man.

Manx Care have entered in to an agreement with Tekihealth Solutions who provide a managed service through which GMC qualified General Practitioners provide a quality consultation via a Teki-hub. Tekihealth was founded by two GP's with more than 30 years combined experience within the NHS, the company delivers remote services with a grounded understanding of the regulatory, governance and cultural processes within the NHS.

#### **Purpose**

Ramsey Group Practice LLC will seek your consent to provide your personal data to Tekihealth which you may withdraw at any time.

Your medical history will be made available to Tekihealth by them having remote access to our clinical system here at Ramsey Group Practice LLC. We remain the controller of your information.

If you do not consent to share your data then you will be given the next available telephone slot with one of the GP's at Ramsey Group Practice.

#### **Method of processing**

Tekihealth will be provided with access to our Emis clinical system. Your information remains within your medical record at Ramsey Group Practice LLC. Tekihealth will process your information within our clinical system.

## **Consultation call recordings**

Call recordings form part of the services provided. Patients will be informed that their consultation calls are recorded to ensure the accuracy of captured details and for quality assurance purposes.

If a patient objects to the recording of a call, the recording will be terminated, and the consultation will proceed. In all cases, the Tekihealth clinician will document the consultation by making contemporaneous notes directly within the patient's health record.

Call recordings will be securely retained for up to three years, after which they will be automatically and permanently deleted from all digital and electronic systems. Should the Controller require access to specific recordings, these can be downloaded and provided upon request. Any changes to the three-year retention period will require written agreement from the Controller, and the automated deletion process will be updated accordingly.

Recordings are made through a third-party provider, X-On Health Care, utilising their product, Surgery Connect. Tekihealth maintains a contractual agreement with X-On Health Care and has conducted all necessary due diligence to ensure compliance and service quality.

## **Your rights**

You may exercise your rights to Ramsey Group Practice LLC or Tekihealth. Your rights include:

- Right to access
- Right to rectification
- Right to erasure
- Restriction of processing
- Right to object to processing
- Right to data portability

There are circumstances where these rights may be restricted. For more information please refer to the Information Commissioners website :

<https://www.inforights.im/individuals/data-protection/>

**Right to lodge complaints**

You may lodge a complaint by writing to:

Dr W J Cowie Senior Partner

Ramsey Group Practice LLC,

Bowring Road,

Ramsey,

IM8 3EY.

Email: [rgp.general@gov.im](mailto:rgp.general@gov.im)