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### Trainer Information

**Adam Tuckett** has many years' experience leading the delivery of Information Governance education and solutions in the health & care sector and has built an enviable reputation for providing practical, understandable advice, guidance and education on all legal, regulatory and best practice issues relating to personal information. Adam holds practitioner qualifications in the Data Protection Act, the Freedom of Information Act and is a BSI qualified lead auditor for information security. He is the Information Governance Consultancy lead for the **South, Central and West Commissioning Support Unit** of the NHS who are working with Network for Practices Ltd to provide this training.



### Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

## Patients Requesting Removal or Rectification of Records

<b>Date:</b>	17 <sup>th</sup> September 2024	
<b>Times:</b>	1030 - 1200	
<b>Venue:</b>	Microsoft Teams Online Platform	
<b>Places available:</b>	11	
<b>Fee/s:</b>	<b>NfP Members</b>	<b>£45</b>
	<b>Non Members</b>	<b>£90</b>

**This workshop is suitable for: practice managers, IT leads, Data Protection Officers and GPs.**

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### Introduction

With more patients gaining online access to records, there will likely be more requests to rectify or remove data that the patient believes is incorrect or should not be there.

Erasure and correction of data are rights that individuals have under data protection legislation. This session will cover how a practice should consider and manage such requests so that the most appropriate action is taken, that legal requirements are complied with and wherever possible the patient is happy/accepting of the position.

### Agenda/topics covered:

- The legal requirements of these rights, their application and potential exemptions
- Correcting an agreed error
- Facts or opinions and dealing with different ones
- Removal of information – when it shouldn't be removed and when it can
- Complex cases, e.g. gender change.

***We will use anonymous real examples throughout as talking points.***

### Learning objectives:

- Staff are aware of the application of these rights
- Staff are enabled to manage complex cases and respond appropriately.