



## Description of Duties and Person Specification – General Practitioner

### Description of Duties

<b>Employee name:</b>	As part of Job Advertisement	<b>Issue date:</b>	August 2021
<b>Job title:</b>	Salaried GP (Part-time role)		
<b>Reports to:</b>	Dr Nicholas Hillier, Lead GP, Walcote Health Ltd		
<b>Main functions of the job:</b>	<p>(Note: In addition to these functions, employees are required to carry out such duties as may reasonably be required)</p> <ul style="list-style-type: none"><li>• Providing a high quality personal medical service for the patients of Walcote Health Ltd to a competent and acceptable standard.</li><li>• Taking part in the day to day activities of the practice, including surgery and home visits.</li><li>• Taking clinical responsibility and accountability for the practice population.</li><li>• Working to promote the practice positively and engaging with patients in order to improve service delivery.</li><li>• To provide clinical leadership if required when the Lead GP is absent.</li><li>• Maintaining appropriate records to ensure continuity and quality of care for patients.</li><li>• Maintaining records of appointments, financial transactions and other administrative duties.</li><li>• Collaborating with other practice staff on development and delivery of the practice's objectives, identifying potential service changes in line with clinical needs locally and working to develop these.</li><li>• Maintaining skills at the current level, and undertaking such training and development as may from time-to-time be required to maintain or improve personal competency.</li><li>• Participating in all activities required by CQC registration.</li></ul>		
<b>Location:</b>	Walcote Health Ltd Practices, however you may be asked to travel for home visits, meetings or training.		
<b>Supervisory responsibilities:</b>	To supervise activities of team members as requested.		
<b>Working hours:</b>	<p>Five to six weekday sessions (days by agreement) plus one Saturday morning session per month. Provision of some leave cover may be required when other practice GPs are on leave.</p> <p>Regular weekday sessions have scope to increase in the future as the business grows.</p> <p>Some phone and/or email cover outside of these hours may be required, however this is not onerous.</p>		

<b>Salary:</b>	<ul style="list-style-type: none"> <li>• Equates to £13,000 per weekly four-hour session per year; session lengths may vary</li> <li>• Home visits undertaken outside of regular sessions are paid at 50% of the consultation rate</li> </ul>
<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• GP-led forward-thinking practice, innovative ways of working</li> <li>• Opportunity to become established in a rewarding role in private general practice, with full support provided</li> <li>• Pleasant town, within easy reach of London and the South Coast, excellent schools, surrounded by beautiful countryside</li> <li>• Full induction programme and excellent clinical governance</li> <li>• In-house training, some costs covered for external training</li> <li>• Statutory pension contributions</li> </ul>

## Main Duties (not in any order of priority)

### Managerial

1. Develop and maintain effective working relationships with all other employees and contractors at the Practice.
2. Support and uphold an open, positive and honest working culture.
3. Manage the practice caseload in partnership with other practitioners to ensure quality outcomes for patients and carers.
4. Act as an accountable General Practitioner, managing clinical care and facilitating general management through partnership with the practice management team.
5. Comply with a work plan developed in partnership with the Lead GP and practice management team to ensure all practice and other work is delivered appropriately and safely.
6. Provide medical leadership as appropriate to practice requirements, including taking ownership and providing leadership to the practice team in specified clinical areas where requested.
7. Identify and utilise appropriately best practice through benchmarking and clinical guidelines.
8. Be actively involved in developmental processes within the practice for service enhancements.
9. Promote through leadership the use of end of life strategies to deliver high quality palliative care.
10. Develop positive collaborative working relationships across all areas of the care team (primary, secondary) and with carers.
11. Undertake appropriate clinical risk assessments and implement management strategies for risk identified.
12. Be actively involved and engaged in practice and wider team meetings and forums to promote communication and development.
13. Participate in activities required to assess compliance with CQC Fundamental Standards.

### Clinical

1. To provide high quality personal medical care and services in the context of general practice to the patients of Walcote Health Ltd in all age ranges and at all levels of healthcare need.
2. To respond to health problems presented by patients including history taking, diagnosis, investigation, treatment and referral as appropriate.
3. To provide on call and other services at the practice as appropriate.
4. To provide management of long term conditions.
5. To provide appropriate health promotion and preventative health care advice to all patients of the practice.
6. To prescribe for patients as appropriate to need and be able to provide appropriate clinical rationale.
7. To record clinical data in the format required for CQC purposes (eg information for audits).
8. To work in line with all Walcote Health Ltd clinical policies and procedures.

## Non-Clinical

1. To carry out appropriate administrative and other duties including referral to other services, maintenance of records, managing registers etc.
2. To maintain timely clinical records, whether written or computer based, in line with UK GDPR and the Data Protection Act 2018.
3. To work with colleagues to continually optimise systems to create an efficient, smooth-running practice.
4. To identify ways to promote opportunities for patient involvement in service development and evaluation.
5. To work flexibly across Walcote Health Ltd Practices when necessary.
6. To work in line with all Walcote Health Ltd non-clinical policies and procedures.

## Training & Education

1. To provide appropriate health education and advice to patients and carers to enable self-management and choice.
2. To comply with the GMC appraisal/ revalidation process.
3. To undertake appropriate training to meet personal and mandatory educational needs and practice development needs in line with CPD objectives and record activity.
4. To deliver practice development projects in the practice as agreed with the management team.
5. To share and disseminate acquired knowledge with all practice team members through in-practice developmental sessions and clinical governance meetings or critical incident review.

## Clinical Governance/Research and Audit

1. To work collaboratively with the Directors, Lead GP, Practice Manager and the entire team to ensure that effective clinical governance is incorporated in the day to day practices of Walcote Health Ltd.
2. To undertake appropriate audit in practice to identify clinical quality issues and markers and define processes to improve clinical outcomes and ensure the practice delivers care in line with these markers.
3. To take part in appropriate R&D and audit processes within the practice.
4. To develop and implement as appropriate guidelines, policies and procedures as required.
5. To utilise the latest available evidence to shape and organise services to reflect the needs of the practice population.

## Communication

1. To develop and maintain high levels of communication with patients and carers ensuring effective care delivery and outstanding customer service.
2. To promote effective communication processes between all team members to enable good working practices.
3. To maintain communication processes with acute and other colleagues and partners in care to ensure care delivery.
4. To actively engage in effective communication to ensure excellent healthcare and customer service delivery, and to ensure achievement of targets.

## No Smoking Policy

Walcote Health Ltd, is committed to a policy that actively discourages smoking and offers support to staff wishing to stop smoking.

## Employment Issues

1. Give agreed notice of periods of absence and leave as per your contract, practice leave policy and staff handbook.
2. Participate in regular reviews of personal development plans.
3. Cooperate in maintaining a staffing roster for providing adequate levels of care within the practice.
4. Cooperate and work with other team members to ensure a seamless journey for patients through different aspects of their care.
5. Assist management with maintaining compliance with agreed standards.
6. Promote and implement all Practice policies and procedures.
7. Cooperate in the effective resolution of team conflicts.
8. Attend practice meetings as required.
9. Undergo further training as required by the practice.
10. Keep to the dress code required by the practice, both in terms of any uniform and personal appearance and hygiene as per the Appearance Policy & Procedure.
11. Provide information for DBS check, and inform your manager of any possible change to the history.
12. **Confidentiality:** In the course of your duties with Walcote Health Ltd you will have access to confidential information relating to the business of the company and to its clients. You are required to exercise due consideration in processing such information and you should not act in any way which might be prejudicial to the company's or clients' interests. Information, which may be included in the category which requires extra consideration, covers both access to the general business of the unit and information regarding individuals. If you are in doubt regarding the use of information in the pursuit of your duties, you should seek advice from your line manager prior to communicating any information to a third party.
13. **Data Protection:** The post holder will, if required to do so, obtain, process and/or use information held on written records, computer or work processor in a fair and lawful way. Data will only be held for the specific registered purpose and data will not be disclosed to any unauthorised persons or organisations.

## Philosophy of Care

1. Participate in developing the philosophy, goals and objectives for healthcare provided by the Practice.
2. Participate in the assessment of the effectiveness of healthcare provided by the Practice, such as by auditing records.
3. Inform the Provider of any reported or suspected failings in the provision of care within the Practice.
4. Participate in taking care of your own Health & Safety. Staff must not do anything to compromise the health and safety of either their colleagues or themselves. Staff should also be aware of the responsibilities placed on them by legislation to ensure health and safety procedures are followed. This will help to maintain a safe workplace for all.
5. Ensure that patient's rights are protected.
6. Promote and participate in a high standard of care within the Practice.

## Child Protection

Walcote Health Ltd actively promotes a "safeguarding children culture" within the organisation in line with The Children Act 2004. As such each member of staff is expected to carry out their role and responsibility in relation to a child or children's welfare; for example ensuring they access child protection training in accordance with their role, and being aware of who to contact and what action to take if they are concerned regarding the welfare of a child. The organisation is committed to ensuring all staff are supported in respect to their safeguarding children duties.

## Person Specification

<p><b>Qualifications &amp; Experience Required</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Medical degree. Membership of the Royal College of General Practitioners or equivalent in training if approved by the Royal College of General Practitioners. Certificate of MRCGP.</li> <li>• Registered GP with the GMC (included on the GP Register).</li> <li>• Included on GP Performer's List.</li> <li>• Possesses the right to work in the UK.</li> <li>• Certificate of satisfactory immune status re: Hepatitis B and other relevant viruses.</li> <li>• Current General Practice experience with up-to-date GMC appraisal/revalidation.</li> <li>• Childhood Surveillance.</li> <li>• At least 6 months each of acute A&amp;E, medical and surgical experience. Confident and experienced in Women's Health.</li> <li>• Demonstrable ability to relate well to challenging patients, carers, relatives and staff.</li> <li>• Experience of working with the socially deprived, nursing home, chronic medical conditions, mental health and HIV positive patients.</li> <li>• Full driving licence, with use of own car.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Publications in the field of general practice, general medicine or surgery.</li> <li>• First-hand experience of developing services in a constantly changing environment.</li> <li>• Ability to demonstrate an understanding of private general practice and how best to dovetail this with NHS services.</li> <li>• Knowledge of adherence to the CQC Fundamental Standards.</li> <li>• Understanding of contracting, finance, service delivery and activity monitoring.</li> </ul>
<p><b>Skills &amp; Personal Qualities Required</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Same ethos and approach to healthcare as Walcote Health Ltd, passion for high quality patient care.</li> <li>• Willing to take a proactive approach and contribute to the continuing success of the practice, enjoys seeing the difference that own work makes.</li> <li>• Common sense approach enabling delivery of effective and efficient patient care, with the ability to work flexibly.</li> <li>• Excellent, calm and clear verbal and written communication skills using English.</li> <li>• Ability to identify and assess complex and multiple needs.</li> <li>• Health &amp; safety conscious with awareness of safety issues.</li> <li>• Ability to work with a multi-disciplinary team.</li> <li>• Existing skills or prepared to learn: Minor Surgery, Occupational Health, Sexual Health, Family Planning, Vaccination.</li> <li>• Numerical, training, research, management and time management skills.</li> <li>• Stress management and counselling skills.</li> <li>• Competent in Email, Word and Excel and in processing paperwork.</li> <li>• Reliable, trustworthy, punctual, organised, pays attention to detail, able to work consistently and deliver a variety of services, including when under pressure.</li> <li>• Confident, professional, considerate, empathic, adaptable, willing to help out with whatever is needed to deliver excellent patient care.</li> <li>• Understanding of and ability to deliver excellent customer service.</li> <li>• Supportive team player and creative thinker.</li> <li>• Professional appearance and demeanour.</li> </ul>
<p><b>Personal Development &amp; Interests</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Self-directed learning.</li> <li>• Open-minded approach to profession and life in general.</li> <li>• Willingness to represent the Practice at external meetings.</li> <li>• Availability to cover for absent colleagues when necessary.</li> <li>• Available for on-call commitments (eg, when phone/ e-mail cover is required).</li> <li>• Membership of a Medical Defence Organisation (MPS, MDU or MDDUS).</li> </ul>

## About The Walcote Practice

Welcome to the Walcote Practice.

The Walcote Practice is a dynamic, growing independent Private General Practice located in a bright and airy Georgian building in the heart of Winchester. The Practice was designed and is run by

Dr Nicholas Hillier (Medical Director) and Dr Sinead Doherty (Business Director).

The Walcote Practice is registered with and regulated by the CQC. We are proud of our 'Good' CQC rating across all five key domains and also overall. Having opened in June 2015, the Practice has achieved a sizeable and loyal patient list, which continues to grow. Patients come from all geographical locations and walks of life, with the majority living, visiting or working in Hampshire and its surrounding counties.

The Walcote Practice is proud to have been a finalist in multiple local and south coast business award categories such as Customer Service Excellence and New Business of the Year.

We are delighted to have been awarded the Winchester Business Awards Entrepreneur of the Year Award and several WhatClinic.com Patient Service Awards.

### Staffing Structure

The team at The Walcote Practice is cohesive, capable, caring and supportive. The importance of individual roles is appreciated by all, and everyone aims to create a working environment which is both professional and enjoyable.

- Medical Director & Lead GP: Dr Nicholas Hillier
- Business Director: Dr Sinéad Doherty
- Practice Manager: Ms Angela Ward
- Salaried GPs: Dr Sharon Rachman, Dr Jamie Coutts Donald
- Practice Administrator: Mrs Carmen Godfrey
- Lead Receptionist: Mrs Julia Lewis
- Receptionists: Miss Chloe Burton, Mrs Tina Jones, Miss Kate Gallagher

### Ethos

#### Patients

At The Walcote Practice, our priorities are to provide patients with high quality, affordable, convenient healthcare and outstanding customer service. From the outset, the Practice has been designed around these priorities, with careful consideration given to how private primary healthcare could best be delivered:

- Welcoming, comfortable and optimistic 'non-medical' environment
- Patients can book appointments/home visits within and outside of standard working hours
- Patients book appointments to last as long as they wish and multiple issues can be addressed within one appointment
- Rapid referrals, tests and screening
- Access to services no longer offered by many NHS GP practices
- Patients are able to pay after each appointment or they may prefer the option of subscribing to an Annual Healthplan which enables healthcare costs to be spread throughout the year

The Walcote Practice has superb standards and achieves high quality patient outcomes.

## Staff

The wellbeing and job satisfaction of staff is taken very seriously at The Walcote Practice. We work carefully to create an excellent working environment in which staff are supported and able to perform their respective roles to the best of their abilities.

Doctors who have worked with The Walcote Practice have reported feeling more satisfied with their GP roles and less rushed – they have commented that longer appointment times with patients leads to enhanced rapport and the ability of GPs to make a greater difference.

Our team very much believes in the value of patient and staff feedback. We are always open to suggestions as to how we could further improve systems and services. We have opportunities to design, create and tailor highly responsive services. We invite all team members to become involved in this process.

Witnessing the positive effects on patient health and staff satisfaction is very rewarding for everyone involved. A host of positive staff feedback forms, appreciative client testimonials, and a high rate of word-of-mouth referrals, demonstrates the benefit to all of The Walcote Practice approach to primary healthcare.

## **Private primary healthcare**

As a GP, you may be wondering how the delivery of private primary healthcare compares to that of NHS GP care from the GP's perspective. The answer to this query is that when providing services to Walcote Health Ltd you may notice a number of similarities as well as differences. You would:

- Have longer consultation times with patients
- Be able to undertake certain activities no longer offered by many NHS GP practices, if suitably qualified, eg minor surgery
- Use a new electronic clinical record system. Full training would be provided.
- Not be required to use NHS coding/QOF
- Present a payment invoice to patients at the end of consultations
- Issue private prescriptions for patients, if required
- Still be required to assist the Practice to meet CQC requirements and regulations
- Still be involved in clinical audits and clinical education meetings
- Report to the Lead GP
- Feel a valued part of a small, considerate, productive team
- Still be required to undergo GMC revalidation and appraisal

## **Queries and visits**

If you have further queries about any aspects of providing services to Walcote Health Ltd as a GP, please do get in touch by:

- Phone on **01962 828715** and ask to speak with Angela Ward, the Practice Manager
- Email to **[info@thewalcoteppractice.co.uk](mailto:info@thewalcoteppractice.co.uk)**

We welcome any GP wishing to visit The Walcote Practice for a pre-booked informal visit prior to application or interview.

We look forward to hearing from, and perhaps meeting with, you soon.

## Fair Processing Notice – Recruitment Candidate Data

When Walcote Health Ltd processes your personal data, we are required to comply with the Data Protection Act 2018 (DPA) and the UK GDPR (the DPA and UK GDPR are together referred to as the “Data Protection Legislation”).

Your personal data includes all the information we hold that identifies you or is about you. This includes, but is not limited to, your name, email address, postal address, location data, telephone number/s, date of birth, curriculum vitae, job advert, recruitment documentation, referee details, proof of permission to work in the UK, information relating to professional bodies where applicable (eg GMC, National Performers List and indemnity cover numbers, revalidation and appraisal information), DBS check results (if provided at interview), criminal conviction history, language/s spoken, NHS number, NHS GP and family/carer/emergency contact details. The personal data that we process may in some cases include opinions that we document about you, as well as special categories of data including but not limited to health information (eg infectious disease immunity) and marital status.

Everything we do with your personal data counts as processing it, including collecting, storing, amending, transferring and deleting it. We are therefore required to comply with the Data Protection Legislation to make sure that your information is properly protected and used appropriately.

This fair processing notice provides information about the personal data we process, why and how we process it.

### Our responsibilities

Walcote Health Ltd is the data controller of the personal data you provide. We have appointed a Privacy Officer who has day to day responsibility for ensuring that we comply with the Data Protection Legislation and for dealing with any requests we receive from individuals exercising their rights under the Data Protection Legislation.

### Why do we process your personal data?

We process your personal data for HR, recruitment, administrative and, if successful, employment purposes. We need your personal data to enable you to participate in the Walcote Health Ltd recruitment process and, if successful, to make sure you:

- have all you need to be able to work at or provide services to Walcote Health Ltd
- are safe and secure in the working environment
- receive all the benefits and rights to which you are entitled

The Employment Rights Act 1996 requires us to obtain certain personal data from you, such as your name. Without it, we may be unable to offer you a recruitment interview, employment or the opportunity to provide services to Walcote Health Ltd. We may need other personal data from you to be able to enter into a contract with you and provide you with all the information you need. Again, if we do not receive that personal data from you, we may be unable to offer you a recruitment interview, employment or the opportunity to provide services to Walcote Health Ltd or fulfil our obligations to you as your employer or commissioner of services.

We process most of your information on the grounds of our legitimate interests (i.e. recruitment reasons and/or our employment of you, commissioning services from you and fulfilling our obligations to you in these contexts). We may also rely on the fact that we need to process your personal data to fulfil our contract with you or to comply with a legal obligation. If we process special categories of data about you we will usually do so on the basis that the processing is necessary as part of the recruitment process, your employment with or provision of services to Walcote Health Ltd.

If none of the grounds set out above applies, we will obtain separate consent from you to the processing of your personal data. You can withdraw your consent at any time. This will not affect the lawfulness of any processing we carried out prior to you withdrawing your consent.

### Who will receive your personal data?

We only transfer your personal data to the extent we need to. We do not transfer your personal data outside of the EEA. If any third parties transfer personal data outside of the EEA, eg whilst providing services to a supplier of Walcote Health Ltd, it is good practice that they be advised by the supplier to transfer the data in compliance with proper data protection procedures. Recipients of your personal data may include, where applicable:

- Payroll and/or pension providers
- Hosted data centres (for secure storage of any health information)



- Any necessary business or financial advisers, suppliers or potential purchasers of Walcote Health Ltd, strictly on a need-to-know basis and with confidentiality or non-disclosure agreements in place wherever required.

If Walcote Health Ltd is ever required to transfer personal data outside of the EEA to such above mentioned parties this would only take place if one of the following criteria had been satisfied:

- A finding of adequacy had been made in respect of the country, meaning that the EU Commission is satisfied that any data transferred to that country will be adequately protected.
- A data transfer agreement that incorporates EU model clauses was in place, meaning that appropriate safeguards will govern the transfer of the data.
- An intragroup agreement had been made, which included appropriate safeguards to protect your personal data.

### **How long will we keep your personal data?**

If you are unsuccessful in gaining the position at Walcote Health Ltd for which you are applying, we will retain your personal data for a period of 6 months after the role has been filled. This is in case any issues arise or in case you have any queries relating to the interview. If we wish to hold your name on file or retain more of your personal data for longer, eg in case of future suitable positions arising with Walcote Health Ltd, we will seek to obtain your consent. Following the end of the relevant retention period, the personal data covered by the retention period will be permanently deleted or destroyed.

If you are successful in gaining employment with Walcote Health Ltd, you will be issued with our Employee Data Fair Processing Notice and your personal data will be held in line with our retention schedule timeframes for employee data which are based on Information Governance Alliance (IGA) guidelines. We retain your information for these timeframes in case any queries or issues arise and for administrative and/or statutory reasons.

If we are required to obtain your consent to process your personal data, any information we use for this purpose will be kept until you withdraw your consent, unless we are entitled to retain the personal data on the basis of other grounds set out in the Data Protection Legislation. Your information will be kept securely at all times.

### **What are your rights?**

You benefit from a number of rights in respect of the personal data we hold about you. We have summarised the rights which may be available to you below, depending on the grounds on which we process your data. More information is available from the Information Commissioner's Office website (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>). These rights apply for the period in which we process your data.

#### **1. Access to your data**

You have the right to ask us to confirm that we process your personal data, as well as having the right to request access to/copies of your personal data. You can also ask us to provide a range of information, although most of that information corresponds to the information set out in this fair processing notice. We will provide the information free of charge unless your request is manifestly unfounded or excessive or repetitive, in which case we are entitled to charge a reasonable fee. We may also charge you if you request more than one copy of the same information.

We will aim to provide the information you request as soon as possible and in any event within one month of having received your request, or any further information we require from you in order to process your request, however please be aware that there may be exceptions to this timescale. If we need more information to comply with your request, we will let you know.

#### **2. Rectification of your data**

If you believe personal data we hold about you is inaccurate or incomplete, you can ask us to rectify that information. We will comply with your request within one month of receiving it unless we do not feel it is appropriate, in which case we will let you know why. We will also let you know if we need more time to comply with your request.

#### **3. Right to be forgotten**

In some circumstances, you have the right to ask us to delete personal data we hold about you. This right is available to you:

- Where we no longer need your personal data for the purpose for which we collected it
- Where we have collected your personal data on the grounds of consent and you withdraw that consent
- Where you object to the processing and we do not have any overriding legitimate interests to continue processing the data

- Where we have unlawfully processed your personal data (i.e. we have failed to comply with UK GDPR); and
- Where the personal data has to be deleted to comply with a legal obligation

There are certain scenarios in which we are entitled to refuse to comply with a request. If any of those apply, we will let you know.

#### **4. Right to restrict processing**

In some circumstances, you are entitled to ask us to suppress processing of your personal data. This means we will stop actively processing your personal data but we do not have to delete it. This right is available to you:

- If you believe that the personal data we hold is not accurate – we will cease processing it until we can verify its accuracy
- If you have objected to us processing the data – we will cease processing it until we have determined whether our legitimate interests override your objection
- If the processing is unlawful; or
- If we no longer need the data but you would like us to keep it because you need it to establish, exercise or defend a legal claim

#### **5. Data portability**

You have the right to ask us to provide your personal data in a structured, commonly used and machine-readable format so that you are able to transmit the personal data to another data controller. This right only applies to personal data you provide to us:

- Where processing is based on your consent or for performance of a contract (i.e. the right does not apply if we process your personal data on the grounds of legitimate interests); and
- Where we carry out the processing by automated means

We will respond to your request as soon as possible and in any event within one month from the date we receive it. If we need more time, we will let you know.

#### **6. Right to object**

You are entitled to object to us processing your personal data:

- If the processing is based on legitimate interests or performance of a task in the public interest or exercise of official authority
- For direct marketing purposes (including profiling); and/or
- For the purposes of scientific or historical research and statistics

In order to object, you must have grounds for doing so based on your particular situation. We will stop processing your data unless we can demonstrate that there are compelling legitimate grounds which override your interests, rights and freedoms or the processing is for the establishment, exercise or defence of legal claims.

#### **Automated decision making**

Automated decision making means making a decision solely by automated means without any human involvement, eg an online credit reference check that makes a decision based on information you input without any human involvement or the use of an automated clocking-in system that automatically issues a warning if a person is late a certain number of times without any input from HR. We do not carry out any automated decision making using your personal data.

#### **Your right to complain about our processing**

If you think we have processed your personal data unlawfully or that we have not complied with UK GDPR, you can report your concerns to the supervisory authority in your jurisdiction. The supervisory authority in the UK is the Information Commissioner's Office ("ICO"). You can call the ICO on 0303 123 1113 or get in touch via other means, as set out on the ICO website - <https://ico.org.uk/concerns/>.

#### **Any questions?**

If you have any questions or would like more information about the ways in which we process your data, please contact our Privacy Officer in person, by emailing [info@thewalcoteppractice.co.uk](mailto:info@thewalcoteppractice.co.uk) or by phoning 01962 828715.