

[REDACTED]

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**From:** Locock Gail (NHS SWALE CCG) [REDACTED]@nhs.net>  
**Sent:** 28 October 2016 13:12  
**To:** [REDACTED]  
**Subject:** RE: Dr B email  
**Attachments:** FW: Advice re practice website

Hi [REDACTED]

Please find attached

Kind regards

*Gail*

Gail Locock  
Chief Nurse  
NHS Swale and NHS Dartford, Gravesham and Swanley Clinical Commissioning Groups

Mobile: [REDACTED]  
E-mail: [REDACTED]@nhs.net

[REDACTED]



For complaints and FOI requests please see below:

[REDACTED]  
FOI and Complaints Co-Ordinator

[REDACTED]  
[REDACTED]@nhs.net

[www.dartfordgraveshamswanleyccg.nhs.net](http://www.dartfordgraveshamswanleyccg.nhs.net)

NHS DGS CCG, 2nd Floor, Gravesham Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU

[www.medwayccg.nhs.net](http://www.medwayccg.nhs.net)

NHS Medway CCG, Fifty Pembroke Court, Chatham Maritime, Kent ME4 4EL

[www.swaleccg.nhs.net](http://www.swaleccg.nhs.net)

NHS Swale CCG, Bramblefield Clinic, Grovehurst Road, Kemsley, Sittingbourne, Kent, ME10 2ST

For information on how to make a complaint or submit a Freedom of Information Request for NHS Dartford Gravesham and Swanley CCG, NHS Medway CCG or NHS Swale CCG please refer to the relevant CCG website: [www.dartfordgraveshamswanleyccg.nhs.net](http://www.dartfordgraveshamswanleyccg.nhs.net) [www.medwayccg.nhs.net](http://www.medwayccg.nhs.net) or [www.swaleccg.nhs.net](http://www.swaleccg.nhs.net)

Please send all requests for copies of personal data (Subject Access Request/Data Protection Act) for NHS DGS CCG and NHS Swale CCG to [informationgovernance@nhs.net](mailto:informationgovernance@nhs.net) or by post to SECSU – Information Governance, Kent House, 81 Station Road, Ashford TN23 1PP and for NHS Medway CCG - [medway.ccg.nhs.net](http://medway.ccg.nhs.net) or by post Information Services Manager, NHS Medway CCG, Fifty Pembroke Court, Chatham Maritime, Kent ME4 4EL

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**From:** [REDACTED]@cqc.org.uk]  
**Sent:** 28 October 2016 13:01  
**To:** Locock Gail (NHS SWALE CCG)  
**Subject:** Dr B email

Hi Gail,

Is it possible for you to share your email to Dr B please?

Thanks

[REDACTED]

[REDACTED]

Head of Inspection of General Practice (South Region)  
Primary Medical Services and Integrated Care Directorate  
Care Quality Commission

Phone: [REDACTED]  
Mobile: [REDACTED]  
Email: [REDACTED]@cqc.org.uk

By post to:  
CQC  
Citygate  
Gallowgate  
Newcastle Upon Tyne NE1 4PA  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

The Care Quality Commission is the independent regulator of all health and social care in England. For general enquiries, telephone the National Contact Centre: 03000 616161.

Statutory requests for information made under access to information legislation, such as the Data Protection Act 1998 and the Freedom of Information Act 2000, should be sent to: [information.access@cqc.org.uk](mailto:information.access@cqc.org.uk)

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[REDACTED]

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**From:** [REDACTED] (NHS SWALE CCG) [REDACTED]@nhs.net>  
**Sent:** 28 October 2016 09:34  
**To:** Locock Gail (NHS SWALE CCG); [REDACTED] (NHS SWALE CCG); [REDACTED] (NHS SWALE CCG); [REDACTED] (NHS SWALE CCG); [REDACTED] (NHS SWALE CCG); [REDACTED] (NHS SWALE CCG); [REDACTED] (NHS ENGLAND); [REDACTED] (NHS ENGLAND); Rakestrow Linden (NHS ENGLAND); Milroy Alison (NHS ENGLAND)  
**Cc:** [REDACTED] (NHS DARTFORD, GRAVESHAM AND SWANLEY CCG)  
**Subject:** FW: Advice re practice website  
**Importance:** High

Dear all,

Please see email sent to Dr Beerstecher this morning.

This is the advice that he remove the video/recordings, I think an email is less formal as this is our 'supportive' suggestion to help him to help himself essentially.

I will however be writing the more formal letter today outlining the contract breach in respect of the CQC Inspection Report, and secondly compiling the dossier for submission to GMC.

My advice for any correspondence going forwards is to add a delivery and read receipt and retain received and sent emails in a separate folder.

I'm sure this email and letter will feature on his website at some point.

Best wishes

[REDACTED]

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**From:** Mason Vicky (NHS SWALE CCG)  
**Sent:** 28 October 2016 09:24  
**To:** Beerstecher Hendrick (NHS SWALE CCG)

**Subject:** Advice re practice website  
**Importance:** High

Dear Dr Beerstecher,

I wanted to write to you about an issue that has recently come to my attention.

I am aware that there are a number of links on your practice website regarding the CQC Inspection at your practice earlier this year.

I understand that video/audio recordings of parts of the inspection visit have been uploaded to You Tube and your practice website. You may have indeed sought consent from the individuals concerned to record and share this information, as ordinarily it is matter at least, of good practice to request informed consent for a conversation to be recorded and that it is intended to be shared with third parties.

If however, consent was not obtained and the recording has now been shared, this is likely to be viewed very unfavourably by the CQC and you may be placing yourself at risk of formal action, therefore you may wish to consider withdrawing the video. Additionally these recordings should they contain sensitive, personally identifiable information you may find this in contravention of the principles of the Data Protection Act 1998 and possibly giving rise to a complaint to the Information Commissioners Office.

In this respect it would be CCG's advice to remove the recordings should you have not obtained the relevant consent.

Best regards

Victoria

Victoria Mason LL.B, LL.M  
*Deputy Director Commissioning and Performance Delivery*  
*NHS Dartford, Gravesham, Swanley and Swale Clinical Commissioning Groups*

*Telephone: 03000 424957*

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