

[REDACTED]

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**From:** Richardson, Simon  
**Sent:** 28 October 2016 16:55  
**To:** [REDACTED]  
**Subject:** FW: IMPORTANT: Advice re practice website

**Importance:** High

[REDACTED]  
FYI - [REDACTED]

Simon

Simon Richardson  
Information Rights Manager  
Legal Services & Information Rights  
Care Quality Commission

[REDACTED]

The Care Quality Commission is the independent regulator of all health and adult social care in England. [www.cqc.org.uk](http://www.cqc.org.uk). For general enquiries, telephone the National Contact Centre: **03000 616161**.

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**From:** [REDACTED]  
**Sent:** 28 October 2016 16:36  
**To:** Richardson, Simon  
**Cc:** Rankine, Ruth  
**Subject:** IMPORTANT: Advice re practice website  
**Importance:** High

Dear Simon,

I feel you should be aware of this email chain.

Regards

[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)

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**From:** Mason Vicky (NHS SWALE CCG, [REDACTED]@nhs.net]  
**Sent:** 28 October 2016 16:33  
**To:** [REDACTED]  
**Cc:** Milroy Alison (NHS ENGLAND)  
**Subject:** FW: Advice re practice website

Hi [REDACTED]

Please see response from Dr Beerstecher and my response to it below.

It is unfortunate that he has interpreted the correspondence as a threat, I have rebutted this by way of e mail that it is not a threat or intended as a threat. I think this provides further evidence of his behavioural concerns and inaccessibility, even in terms of offering support.

Best wishes

Vicky

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**From:** Mason Vicky (NHS SWALE CCG)  
**Sent:** 28 October 2016 16:23  
**To:** Beerstecher Hendrick (NHS SWALE CCG)  
**Cc:** [beerstecher@doctors.org.uk](mailto:beerstecher@doctors.org.uk); Lmc ([info@kentlmc.org](mailto:info@kentlmc.org))  
**Subject:** RE: Advice re practice website

Dear Dr Beerstecher,

Thank you for responding.

My correspondence with you is in the spirit of supporting you as a GP member of the CCG. It is not a threat, but a suggestion which you may choose to take on board or not as the case may be.

Best wishes

Victoria

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**From:** Beerstecher Hendrick (NHS SWALE CCG)  
**Sent:** 28 October 2016 14:41  
**To:** Mason Vicky (NHS SWALE CCG)  
**Cc:** [beerstecher@doctors.org.uk](mailto:beerstecher@doctors.org.uk); Lmc ([info@kentlmc.org](mailto:info@kentlmc.org))  
**Subject:** RE: Advice re practice website

Dear Ms Mason,

Thank you for the advice. I will publish this threat with the information on our website.

Best wishes,  
Hank Beerstecher  
111 Canterbury Road  
Sittingbourne

ME10 4JA  
01795 423300

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**From:** Mason Vicky (NHS SWALE CCG)  
**Sent:** Friday, 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*  
*Mobile: 07920 878554*

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