

# Department of Health and Social Care



Date 22 April 2022

## CQC Inspection of Relevant Service Providers

The Care Quality Commission (CQC) has been appointed by the Department to carry out inspections on services provided directly or indirectly by Manx Care such as GP practices and pharmacies and dental services, Adult Social Services, Older People Services and Children and Families services.

These inspections are important to make sure that people on the Isle of Man receive safe, effective, compassionate, high-quality care, and also encouraging services to improve where necessary.

We respect everybody's right to privacy, to ensure lawful processing, we completed a Data Protection Impact Assessment which you can access on our main website

<https://www.gov.im/about-the-government/departments/health-and-social-care/external-quality-regulation/> or [here](#)

Why do we inspect? **"Because we care about your care"**

In order for CQC to carry out these inspections, they will access a small number of records containing confidential personal information, including information from medical and care records, because it is needed for the CQC to understand the quality of people's care.

Upon finalisation of the CQC Inspection, **no personal data will be included in any reports CQC produce about the service providers.**

## Information that may be accessed

If your records are selected to be seen by CQC, they will access your medical records, care plans and medication records to make sure that these records are complete, accurate and that you are receiving safe and effective care.

This would include:

### **Personal data – collected via the service provider may include:**

Your name

Your address including post code

Your date of birth

Your email Address

Your telephone/mobile number

Your gender

Your physical or mental health conditions, medical reports and information on medication you have been prescribed

Your lifestyle which may include information about your sexual life/orientation

CQC will only have access to these records for the duration of the inspection. The report they produce will be retained by the Department for 10 years, but will not include any of your personal data.

As part of the inspection, CQC may contact you to discuss your care. If you do not want to be contacted by the CQC, please advise your service provider directly or our Data Protection Officer.

## **Your rights**

If you do not want your records to be accessed as part of this inspection, you can instruct your service provider (for example, Manx Care, GP, Dentist etc.) that you wish to opt out.

If you have any other questions regarding the processing of your personal information, you can speak to our Data Protection Officer regarding your rights.

Email: [DPO-DHSC@gov.im](mailto:DPO-DHSC@gov.im)

Phone: +44 1624 686324

### **In writing to:**

Data Protection Officer, Department of Health and Social Care, 1st Floor Belgravia House, Circular Road, Douglas, IM1 1AE

Details of rights under the data protection legislation can be found in our general privacy notice at [DHSC Privacy Notice](#)