

Re: Data Request - 1101

[REDACTED] (SEVERN VALLEY MEDICAL PRACTICE)

Wed 17/10/2018 10:46 AM

To: PCC HLE Data Requests <HLEDataRequests.PCC@emishealth.com>;

📎 1 attachment

emis health.pdf;

Morning Jayne

Please find attached our signed document.

Kind regards

[REDACTED]
[REDACTED]
Assistant Practice Manager
Severn Valley Medical Practice
Henwick Halt & Lyppard Grange Medical Centres

Tel 01905 [REDACTED]

Email : [REDACTED]

From: PCC HLE Data Requests <HLEDataRequests.PCC@emishealth.com>**Sent:** 11 October 2018 09:52 AM**To:** [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE)**Cc:** PCC HLE Data Requests**Subject:** RE: Data Request - 1101

Hi [REDACTED]

Please find attached our retainer letter which needs signing by your data controller and returning to this email address.

I have asked our Egton Support team to contact you to commence the process.

Thanks

Are you ready for SNOMED CT?

Keep up-to-date with our online learning resources, including videos [here](#)

[REDACTED]
HLE Coordinator
Customer Relations

Hledatarequests.pcc@emishealth.com

0113 380 3257



www.emishealth.com

From: [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE) [REDACTED]
Sent: 10 October 2018 10:35
To: PCC HLE Data Requests <HLEDataRequests.PCC@emishealth.com>
Subject: Re: Data Request - 1101

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

[REDACTED]

Thank you for your email, we have located the DVD's, can you please send us the letter we need signing by our data controller.

Kind regards

[REDACTED]
[REDACTED]
Assistant Practice Manager
Severn Valley Medical Practice
Henwick Halt & Lyppard Grange Medical Centres

Tel 01905 740615

Email : [REDACTED]

From: PCC HLE Data Requests <HLEDataRequests.PCC@emishealth.com>
Sent: 10 October 2018 09:27 AM
To: [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE)
Cc: PCC HLE Data Requests
Subject: RE: Data Request - 1101

Good morning [REDACTED]

Thank you for your email below requesting access to the EMIS LV data to retrieve some information for a patient.

EMIS Health do not keep a copy of your LV data however you were provided with a set of final data extract DVDs when you upgraded to EMIS Web in 2013. See attached document.

If you can locate the DVDs we should be able to assist you with accessing the LV data so you can retrieve the information you require.

Once we know you have the DVDs we can send you our retainer letter which needs signing by the data controller at your practice. We would then ask our Egton Support team to contact you to start the process of getting you access.

Please let me know if you have the DVDs.

Thanks
[REDACTED]

Are you ready for SNOMED CT?

10/17/2018

Re: Data Request - 1101 [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE)

Keep up-to-date with our online learning resources, including videos [here](#)

[REDACTED]
HLE Coordinator
Customer Relations

Hledaterequests.pcc@emishealth.com

0113 380 3257



www.emishealth.com

From: [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE) [REDACTED]
Sent: 08 October 2018 11:45
To: PCC HLE Data Requests <HLEDataRequests.PCC@emishealth.com>
Subject: Data Request - 1101

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Morning

We have an ongoing complaint from one of our patients concerning audit trials. We moved to Emisweb in 2013 and he states that he wants audit pre 2013.

Our Practice Manager (who is on annual leave at the moment) had an email from emishealth to say this could not be done. This patient has now gone to NHS Digital and NHS England Complainants. The Complainants Officer has now contacted Emis who say this can be done and we have been given your email.

Can you please advise us of the next steps we need to take to get this audit for him.

Kind regards

[REDACTED]
[REDACTED]
Assistant Practice Manager
Severn Valley Medical Practice
Henwick Halt & Lyppard Grange Medical Centres

Tel 01905 740615

Email : [REDACTED]

This message may contain confidential information. If you are not the intended recipient please inform the sender that you have received the message in error before deleting it.

Please do not disclose, copy or distribute information in this e-mail or take any action in relation to its contents. To do so is strictly prohibited and may be unlawful. Thank

<https://email.nhs.net/owa/#viewmodel=ReadMessageItem&ItemID=AAMKADUzZjQzZjY5LTU5ZTAwNDk3Y1I1MTJkLTlkZjY4YjRlNTY3YgBGAAAA...> 3/4

10/17/2018

Re: Data Request - 1101 [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE)

, you for your co-operation.

NHSmial is the secure email and directory service available for all NHS staff in England and Scotland. NHSmial is approved for exchanging patient data and other sensitive information with NHSmial and other accredited email services.

For more information and to find out how you can switch,
<https://portal.nhs.net/help/joiningnhsmail>

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NHSmial is the secure email and directory service available for all NHS staff in England and Scotland. NHSmial is approved for exchanging patient data and other sensitive information with NHSmial and other accredited email services.

For more information and to find out how you can switch,
<https://portal.nhs.net/help/joiningnhsmail>

IN313256 has been created for Acc1101 - PCC HLE Data Request

Egton Support Centre <support@egton.net>

Thu 11/10/2018 01:05 PM

To: [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE) [REDACTED]

Egton Support Centre automated email

IN313256 has been created for Acc1101 - PCC HLE Data Request

Summary

Organisation name	Severn Valley Medical Practice - 1101
Incident number	313256
Product	Connectivity Maintenance (Per Server Per Annum)
Category	Egton Service Desk - Access Request
Severity	5
Current status	Open
Date reported	11th October 2018 @ 13:02
Reported by	[REDACTED]

Description

LV restoration required.

If you wish to provide further information for this incident:

- Update on the Support Centre [here](#)
- Reply to this email
- You can find a list of all the support numbers [here](#)

View more information on all of your incidents on the [Support Centre](#)

Egton Service Desk | egton

Support Line 0845 125 5530

Twitter [@newsfromegton](#) Facebook [fb.me/newsfromegton](#)

 Logo

<http://www.egton.net>

IN313256 has been resolved - PCC HLE Data Request

Egton Support Centre <support@egton.net>

Wed 17/10/2018 02:15 PM

To: [REDACTED] (SEVERN VALLEY MEDICAL PRACTICE) [REDACTED]

Egton Support Centre automated email

IN313256 has been resolved - PCC HLE Data Request

Summary

Organisation name	Severn Valley Medical Practice - 1101
Incident number	313256
Product	Connectivity Maintenance (Per Server Per Annum)
Category	Egton Service Desk - Access Request
Severity	5
Current status	Closed
Date reported	11th October 2018 @ 13:02
Reported by	[REDACTED]

Latest Update

Data has now been extracted from the DVD's and MSM access restored. Mailed HLE with the machine details to pass onto emis support.

Description

LV restoration required.

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- Reply to this email
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