

# INFORMATION SHARING PROTOCOL

## SUMMARY SHEET



| Data Sharing Agreement between THLS and Thurrock Primary Care GPs |  |              |   |                               |                            |
|---|--|--------------|---|-------------------------------|----------------------------|
| Organisation Name   | Head Office Address                      | Phone        | Email                                     | Named Data Protection Officer | ICO Notification reference |
| See Appendix 1 for list of all relevant GP practices              |  |              |   |                               |                            |
| Thurrock Healthy Lifestyle Service, Public Health                 | Civic Offices, New Road, Grays, RM17 6SL | 01375 659622 | shirley.oram@nhs.net<br>t.lincoln@nhs.net | Lee Henley                    | Z8228055                   |
| <b>Version Control</b>  |  |              |   |                               |                            |
| Date Agreement comes into force                                   |  |              | 13/06/2018                                |                               |                            |
| Date of Agreement review  |  |              | As and when processes change              |                               |                            |
| Agreement owner (Organisation)                                    |  |              | [Relevant GP practice]                    |                               |                            |
| Agreement drawn up by (Author(s))                                 |  |              | Shirley Oram & Tina Lincoln               |                               |                            |
| Status of document – DRAFT/FOR APPROVAL/APPROVED                  |  |              |   |                               |                            |
| Version   |  |              | 1.0                                       |                               |                            |

## Whole Essex Information Sharing Framework

This Information Sharing Protocol is designed to ensure that information is shared in a way that is fair, transparent and in line with the rights and expectations of the people whose information you are sharing.

This protocol will help you to identify the issues you need to consider when deciding whether to share personal data. It should give you confidence to share personal data when it is appropriate to do so, but should also give you a clearer idea of when it is not acceptable to share data.

Specific benefits include:

- transparency for individuals whose data you wish to share as protocols are published here;
- minimised risk of breaking the law and consequent enforcement action by the Information Commissioner's Office (ICO) or other regulators;
- greater public trust and a better relationship by ensuring that legally required safeguards are in place and complied with;
- better protection for individuals when their data is shared;
- increased data sharing when this is necessary and beneficial;
- reduced reputational risk caused by the inappropriate or insecure sharing of personal data;
- a better understanding of when, or whether, it is acceptable to share information without people's knowledge or consent or in the face of objection; and reduced risk of questions, complaints and disputes about the way you share personal data.

Please ensure all sections of the template are fully completed with sufficient detail to provide assurance that the sharing is conducted lawfully, securely and ethically.

| Item                                      | Name/Link /Reference | Responsible Authority |
|---|----------------------|-----------------------|
| Privacy Impact Assessment (PIA/DPIA)      |                      |                       |
| Supporting Standard Operating Procedure   |                      |                       |
| Associated contract                       |                      |                       |
| Associated Policy Documents               |                      |                       |
| Other associated supporting documentation |                      |                       |

Published Information Sharing Protocols can be viewed on the [WEISF Portal](#).

| 1. | Purpose  | REFERENCES                      |
|----|--|---------------------------------|
|    | <p><b>Why is the sharing necessary?</b></p> <p><b>NHS Health checks</b></p> <p>To enable GP Practices to share relevant information with Thurrock Healthy Lifestyle Service in order to deliver the NHS Health Check services to adults aged 40 to 74. This is a statutory service commissioned by Public Health, Thurrock Council with GP Practices.</p> <p>However, some GP practices can choose to opt out of the contract altogether or agree to elements that would require support from Thurrock Healthy Lifestyle Service (THLS) to supplement the achievement of the targets, e.g. sending the initial invite to eligible patients. This would therefore require THLS having access to the practice patient list of those eligible for a health check, in the first instance.</p> <p><b>Smoking</b></p> <p>Again GP practices can contractually agree to provide a commissioned stop smoking service within their practice to support their patients. Alternatively, they can opt out altogether but agree to a hosting contract that would allow the THLS to host a stop smoking clinic within their practice solely for their patients who smoke. This will require access to the list of patients who are smokers, specifically those with long term conditions who would gain the greatest health benefits from quitting and reduce likelihood of long term social care need. The patients will be invited by letter followed by a telephone call to attempt to engage them in making an appointment for stop smoking support.</p> <p><b>Aims for Sharing:</b></p> <ul style="list-style-type: none"> <li>• This service is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.</li> <li>• To help identify ways to lower risk of developing such conditions.</li> <li>• To help GP Practices achieve the target of inviting a percentage of their eligible patients each year with a percentage of them resulting in a health check being completed.</li> <li>• To contact and engage with patients who have long term conditions and could benefit from quitting smoking in making an appointment for stop-smoking support.</li> <li>• To help reduce the likelihood of long term social care need among identified patients.</li> </ul> | <p>GDPR<br/>Go to article 5</p> |

| 2. Information to be shared   |  |                              |
|---|--|------------------------------|
| Agency Name   | Data field/description   | GDPR<br>Go to articles 6 - 9 |
| See Appendix 1 for a list of all relevant GP Practices  | <ul style="list-style-type: none"> <li>• Patient first name</li> </ul>       |                              |
|   | <ul style="list-style-type: none"> <li>• Patient surname</li> </ul>          |                              |
|   | <ul style="list-style-type: none"> <li>• Patient Title</li> </ul>            |                              |
|   | <ul style="list-style-type: none"> <li>• Patient NHS Number</li> </ul>       |                              |
|   | <ul style="list-style-type: none"> <li>• Patient Address</li> </ul>          |                              |
|   | <ul style="list-style-type: none"> <li>• Patient Telephone Number</li> </ul> |                              |
|   |  |                              |
| <p><b>N.B. If the same data is shared by each Partner then only complete once to cover all Partners</b><br/> <b>Please delete any unused lines</b></p>  |  |                              |
| 3. Legal Basis  |  |                              |
| <p><b>General Data Protection Regulation 2016 (GDPR) and Data Protection Act 2018.</b></p>  |  | GDPR<br>Go to articles 6-14  |
| Personal Data (identifiable data)   | Special Categories of Data (Sensitive identifiable data)                     |                              |
| Article 6: <i>[please click and select]</i>   | Article 9: (if appropriate): <i>[please click and select]</i>                |                              |
| <i>Legal Obligation</i>   | Health & Social Care   |                              |
| <i>Public Task</i>  | Public Interest in Public Health   |                              |
| Choose an item.   | Choose an item.  |                              |
| <p>Other legislation or statute as follows <i>[Please list relevant legislation]</i></p> <p><i>The Health Service (Control Patient Information) Regulations 2002 – Regulation 3</i><br/> <i>Health and Social Care Act 2015</i></p> |  |                              |

| 4. Responsibilities   |                                     |  |
|---|-------------------------------------|--|
| <p>For the purposes of this Protocol the responsibilities are defined as follows:<br/>           For help go to <a href="https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&amp;from=EN">https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&amp;from=EN</a> Articles 24 – 29 where these roles are explained.</p> | Tick box                            | Organisation Name(s)   |
| The Sole Data Controller for this sharing is:   | <input type="checkbox"/>            |  |
| The Joint Data Controllers for this sharing are:  | <input checked="" type="checkbox"/> | <p style="color: red;">See Appendix 1 for list of all relevant GP practices</p> <p>Thurrock Healthy Lifestyle Service, Thurrock Council.</p> |
| In the case of <b>Joint Data Controllers</b> , the designated single contact point for Individuals is:  | <input checked="" type="checkbox"/> | <p style="color: red;">See Appendix 1 for list of all relevant GP practices</p> <p>Thurrock Healthy Lifestyle Service, Thurrock Council.</p> |
| Data Processors party to this protocol are (please list):   | <input checked="" type="checkbox"/> | <p style="color: red;">See Appendix 1 for list of all relevant GP practices</p>  |
| <p>This Protocol will be reviewed one year after it comes into operation to ensure that it remains fit for purpose. The review will be initiated by <b>Tina Lincoln, Contract Manager and [relevant personnel on behalf of the GP Practices]</b></p>  |                                     |  |
| 5. Subject Rights   |                                     |  |

GDPR  
 Go to articles 13-14, 24 - 31

Essex Partner Agencies' Information Sharing Agreements are made publicly available on the Whole Essex Information Sharing Framework website to enable compliance with article 12 of the GDPR.

It is each Partner's responsibility to ensure that they can comply with all of the rights applicable to the sharing of the personal information. It is for the organisation initiating the ISP to identify which rights apply, and then each Partner to ensure they have the appropriate processes in place.

| <p style="text-align: center;"><b>Subject Rights</b></p> <p style="text-align: center;"><b>Select the <a href="#">applicable rights</a> for this sharing according to the legal basis you are relying on</b></p>   | <p>Processes are in place to enact this right - please check the box</p> |
|--|--|
| <p>GDPR Article 13&amp;14 – <b>Right to be Informed</b> – Individuals must be informed about how their data is being used. This sharing must be reflected in your privacy notices to ensure transparency.</p>  | <input checked="" type="checkbox"/>                                      |
| <p>GDPR Article 15 – <b>Right of Access</b> – Individuals have the right to request access to the information about them held by each Partner</p>  | <input checked="" type="checkbox"/>                                      |
| <p>GDPR Article 16 – <b>Right to Rectification</b> – Individuals have the right to have factually inaccurate data corrected, and incomplete data completed.</p>  | <input checked="" type="checkbox"/>                                      |
| <p>GDPR Article 17 (1)(b)&amp;(e) – <b>Right to be forgotten</b> – This right may apply where the sharing is based on Consent, Contract or Legitimate Interests, or where a Court Order has demanded that the information for an individual must no longer be processed. Should either circumstance occur, the receiving Partner must notify all Data Controllers party to this protocol, providing sufficient information for the individual to be identified, and explaining the basis for the application, to enable all Partners to take the appropriate action.</p> | <input checked="" type="checkbox"/>                                      |
| <p>GDPR Article 18 – <b>Right to Restriction</b> – Individuals shall have the right to restrict the use of their data pending investigation into complaints.</p>   | <input checked="" type="checkbox"/>                                      |
| <p>GDPR Article 19 – <b>Notification</b> – Data Controllers must notify the data subjects and other recipients of the personal data under the terms of this protocol of any rectification or restrict, unless it involves disproportionate effort.</p>   | <input checked="" type="checkbox"/>                                      |
| <p>Article 21 – <b>The Right to Object</b> – Individuals have the right to object to any processing which relies on Consent, Legitimate Interests, or Public Task as its legal basis for processing. This right does not apply where processing is required by law (section 3). Individuals will always have a right to object to Direct Marketing, regardless of the legal basis for processing.</p>  | <input checked="" type="checkbox"/>                                      |
| <p>Article 22 – <b>Automated Decision Making including Profiling</b> – the Individual has the right to request that a human being makes a decision rather than a computer, unless it is required by law.</p>   | <input type="checkbox"/>   |

[GDPR](#)  
Go to articles  
12 – 15

[GDPR](#)  
Go to article  
16 & 22

|  |                                     |                              |
|--|-------------------------------------|------------------------------|
| <p><b>Freedom of Information (FOI) Act 2000 or Environmental Information Regulations (EIR) 2004</b> relates to data requested from a Public Authority by a member of the public. It is best practice to seek advice from the originating organisation prior to release. This allows the originating organisation to rely on any statutory exemption/exception and to identify any perceived harms. However, the decision to release data under the FOI Act or EIR is the responsibility of the agency that received the request.</p> | <input type="checkbox"/>            |                              |
| <b>6.</b>  | <b>Security of Information</b>      |                              |
| <p><b>Security measures in place</b></p>   |                                     | <p>GDPR articles 30 - 45</p> |
| <p>There are good quality access control systems in place</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Paper information is stored securely</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Paper and electronic information is securely destroyed with destruction log for electronic information</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Laptops and removable media such as memory sticks are secured when not in use</p>   | <input checked="" type="checkbox"/> |                              |
| <p>Technical security appropriate to the type of information being processed is applied</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Arrangements are in place to meet the requirements for confidentiality, integrity and availability</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Disaster recovery arrangements are in place</p>   | <input checked="" type="checkbox"/> |                              |
| <p>Encryption of personal data is fully implemented</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Data minimisation has been considered</p>   | <input checked="" type="checkbox"/> |                              |
| <p>Can pseudonymised or anonymised data be used to meet your processing needs?</p>   | <input checked="" type="checkbox"/> |                              |
| <p>There are sufficient access controls for systems/networks in place</p>  | <input checked="" type="checkbox"/> |                              |
| <p>Routine and regular penetration tests are carried out</p>   | <input checked="" type="checkbox"/> |                              |
| <p>Article 40 Codes of Conduct are adhered to (where applicable)</p>   | <input type="checkbox"/>            |                              |
| <p>Appropriate security is applied to external routes into the organisation; for example, internet firewalls and remote access solutions</p>   | <input checked="" type="checkbox"/> |                              |
| <p>Confirm entry in Records of Processing Activity</p>   | <input checked="" type="checkbox"/> |                              |
| <p>Additional measure 1 – please specify here</p>  | <input type="checkbox"/>            |                              |
| <p>Additional measure 2 – please specify here</p>  | <input type="checkbox"/>            |                              |

Personal information will be securely shared **via password protected Excel spreadsheet via secure nhs.net email accounts.**

Partners receiving information will:

- Ensure that their employees are appropriately trained to understand their responsibilities to maintain confidentiality and privacy;
- Protect the physical security of the shared information;
- Restrict access to data to those that require it, and take reasonable steps to ensure the reliability of employees who have access to data, for instance, ensuring that all staff have appropriate background checks
- Maintain an up to date policy for handling personal data which is available to all staff
- Have a process in place to handle any security incidents involving personal data, including notifying relevant third parties of any incidents
- Ensure any 3<sup>rd</sup> party processing is agreed as part of this protocol and governed by a robust contract and detailed written instructions for processing.

**International Transfers (Where applicable)**

If any personal data is to be transferred outside of the EEA, please ensure you capture the relevant supporting adequacy decision for such a transfer here (articles 40-43).

|   |  |                          |
|---|--|--------------------------|
| Adequacy Decision in place<br><a href="https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en">https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en</a> | Date of approval by EU Commission is:                | [Provide hyperlink here] |
| ICO Approved standard contract clauses in place<br><a href="https://ico.org.uk/media/1571/model_contract_clauses_international_transfers_of_personal_data.pdf">https://ico.org.uk/media/1571/model_contract_clauses_international_transfers_of_personal_data.pdf</a>  | Date of approval by ICO is:                          | [Provide hyperlink here] |
| ICO Approved Binding Corporate Rules in place<br><a href="https://ico.org.uk/for-organisations/guide-to-data-protection/binding-corporate-rules/">https://ico.org.uk/for-organisations/guide-to-data-protection/binding-corporate-rules/</a>  | Date of approval by ICO is:                          | [Provide hyperlink here] |
| The Individuals have given explicit consent to the transfer and understand the risks associated with the transfer   | Confirm this consent has been recorded appropriately | √ / ✕                    |

|   |                             |                          |  |
|---|-----------------------------|--------------------------|--|
| The receiving organisation in a 3rd country is bound by an approved Code of Conduct recognised by the EU  | Date of approval by ICO is: | [Provide hyperlink here] |  |
| ICO guidance on International Transfers can be found at <a href="https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/international-transfers/">https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/international-transfers/</a>   |                             |                          |  |
| <b>7. Format and Frequency</b>  |                             |                          |  |
| <p>The format the information will be shared in is <b>in Excel, password protected</b></p> <p>The frequency with which the information will be shared is <b>monthly</b></p>   |                             |                          |  |
| <b>8. Data Retention</b>  |                             |                          |  |
| Information will be retained in accordance with each partners' published data retention policy available on their websites, and in any event no longer than is necessary.   |                             |                          | <a href="#">GDPR</a><br>Go to article 5                |
| <b>9. Data Accuracy</b>   |                             |                          |  |
| Please check this box to confirm that your organisation has processes in place to ensure that data is regularly checked for accuracy, and any anomalies are resolved <input type="checkbox"/>   |                             |                          | <a href="#">GDPR</a><br>Go to articles 5, 16 - 18      |
| <b>10. Breach Notification</b>  |                             |                          |  |
| Where a security breach linked to the sharing of data under this protocol is likely to adversely affect an Individual, all involved Partners must be informed within 48 hours of the breach being detected. The email addresses on page 1 should be used to contact the Partners. The decision to notify the ICO can only be made after consultation with any other affected Partner to this protocol, and notification to the ICO must be made within 72 hours of the breach being detected. Where agreement to notify cannot be reached within this timeframe, the final decision will rest with the Protocol owner as depicted on page 1 of this document. |                             |                          | <a href="#">GDPR</a><br>Go to articles 33, 34, 77 - 84 |

|            |  |  |
|------------|--|--|
|            | <p>All involved Partners should consult on the need to inform the Individual, so that all risks are fully considered and agreement is reached as to when, how and by whom such contact should be made. Where agreement to notify cannot be reached, the final decision will rest with the Protocol owner as depicted on page 1 of this document.</p> <p>All Partners to this protocol must ensure that robust policy and procedures are in place to manage security incidents, including the need to consult Partners where the breach directly relates to information shared under this protocol.</p> |  |
| <b>11.</b> | <b>Complaints</b>  |  |
|            | <p>Partner agencies will use their standard organisational procedures to deal with complaints from the public arising from information sharing under this protocol.</p>  | <p><b>GDPR</b><br/>Go to articles 16 – 22 &amp; 77</p> |
| <b>12.</b> | <b>Commencement of Protocol</b>  |  |
|            | <p>This Protocol shall commence upon date of the signing of a copy of the Protocol by the signatory partners. The relevant information can be shared between signatory partners from the date the Protocol commences.</p>  |  |
| <b>13.</b> | <b>Withdrawal from the Protocol</b>  |  |
|            | <p>Any partner may withdraw from this Protocol upon giving 4 weeks written notice to the WEISF administration team <a href="mailto:weisf@essex.gov.uk">weisf@essex.gov.uk</a>. The WEISF administration team will notify other Partners to the Protocol. The Partner must continue to comply with the terms of this Protocol in respect of any information that the partner has obtained through being a signatory. Information, which is no longer relevant, should be returned or destroyed in an appropriate secure manner.</p>   |  |
| <b>14.</b> | <b>Agreement</b>   |  |

This Protocol must be approved by the responsible person within the organisation (SIRO/Caldicott Guardian/Chief Information Officer).

|                   |                  |
|-------------------|------------------|
| Approver Name     | Lee Henley       |
| Organisation Name | Thurrock Council |
| Date of Agreement | 5 July 2019      |

**Please submit this Protocol to [weisf@essex.gov.uk](mailto:weisf@essex.gov.uk) with list of approved signatories. The Protocol will then be published on [weisf.essex.gov.uk](http://weisf.essex.gov.uk).**

**Email approvals will only be accepted from an authorised signatory role from each organisation. Please see the list of authorised roles per organisation on [WEISF.essex.gov.uk](http://WEISF.essex.gov.uk)**



Appendix 1

**Thurrock GP practices**

Below is a list of all the Thurrock GP practices this Information Sharing Protocol applies to.

| <b>GP Practice</b>                | <b>Address</b>                            | <b>Telephone</b> | <b>Named DP Officer</b> | <b>email</b>   | <b>ICO Notification Ref</b> |
|-----------------------------------|---|------------------|-------------------------|--|-----------------------------|
| Aveley Medical Centre             | 22 High St, Aveley<br>RM15 4AD            | 01708 899490     | Elaine Robinson         | e.robinson4@nhs.net  | Z8922451                    |
| Tilbury Chadwell Group            | London Rd, Tilbury<br>RM18 8EB            | 01375 842028     | Joanne Copland          | <a href="mailto:Joannecopeland@nhs.net">Joannecopeland@nhs.net</a>                 | Z2226817                    |
| Purfleet Care Centre              | Tank Hill Rd, Purfleet<br>RM19 1SX        | 01708 864834     | Kate Adams              | Kate.adams5@nhs.net  | Z1955614                    |
| Peartree Surgery                  | 4 West Rd, South<br>Ockendon RM15 6PR     | 01708 852318     | Dawn Mainhood           | d.mainhood@nhs.net   | Z496565X                    |
| Hassengate Medical Centre         | Southend Rd, Stanford<br>le Hope SS17 0PH | 01375 808210     | Russell Vine            | <a href="mailto:Russell.vine@nhs.net">Russell.vine@nhs.net</a>                     | ZA001409                    |
| Neera Medical Centre              | 2 Wharf Rd, SLH SS17<br>0BY               | 01375 672109     | Annette Martinez        | <a href="mailto:amartinez@nhs.net">amartinez@nhs.net</a>                           | Z5555470                    |
| Sancta Maria Medical Centre       | Daiglen Drive, South<br>Ockendon RM15 5SZ | 01708 853114     | Lynn King               | <a href="mailto:Lynn.king@nhs.net">Lynn.king@nhs.net</a>                           | ZA273647                    |
| Commonwealth Surgery              | Quebec Rd, Tilbury<br>RM18 7RB            | 01375 842396     | Tracey Adams            | <a href="mailto:Tracey.adams9@nhs.net">Tracey.adams9@nhs.net</a>                   | Z2226817                    |
| East Thurrock Road Medical Centre | 34 East Thurrock Rd,<br>Grays RM17 6SP    | 01375 390575     | Marilyn Spires          | <a href="mailto:Practice.managerf81211@nhs.net">Practice.managerf81211@nhs.net</a> | Z6249347                    |
| Dell Medical Centre               | 111 Orsett Rd, Grays<br>RM17 5HB          | 01375 369265     | Magda Wendorff          | <a href="mailto:Magda.wendorff@nhs.net">Magda.wendorff@nhs.net</a>                 | ZA381142                    |
| The Health Centre (Dr Yasin)      | Darenth Lane, South<br>Ockendon RM15 5LP  | 01708 853113     | June Mason              | <a href="mailto:Practice.managerf81632@nhs.net">Practice.managerf81632@nhs.net</a> | Z1663882                    |
| Primecare Medical Centre          | 167 Bridge Rd, Grays<br>RM17 6DB          | 01375 373322     | Sharon Carter           | <a href="mailto:Practice.managerf81623@nhs.net">Practice.managerf81623@nhs.net</a> | Z2251103                    |
| The Sorrells Surgery              | 7 The Sorrells,<br>Corringham SS17 7DZ    | 01375 641740     | Danielle Harvey         | <a href="mailto:Practice.managerf81697@nhs.net">Practice.managerf81697@nhs.net</a> | Z8270343                    |
| Sai Medical Centre                | 105 Calcutta Rd, Tilbury<br>RM18 7QA      | 01375 855643     | Geetha Bhat             | <a href="mailto:Practice.managerf81708@nhs.net">Practice.managerf81708@nhs.net</a> | Z1928551                    |
| Thurrock Health Centre            | 55-57 High St, Grays<br>RM17 6NB          | 01375 898700     | Dawn Ouye-Joyce         | <a href="mailto:Dawn.queye-joyce@nhs.net">Dawn.queye-joyce@nhs.net</a>             | Z140226X                    |

|                                 |   |              |                       |  |          |
|---------------------------------|---|--------------|-----------------------|--|----------|
| Rigg Milner Medical Centre      | 2 Bata Ave, East Tilbury RM18 8SD         | 01375 843217 | Marie Venkatasawmy    | <a href="mailto:Practice.managerf81082@nhs.net">Practice.managerf81082@nhs.net</a> | Z6670471 |
| Southend Rd Surgery             | 271a Southend Rd, SLH SS17 8HD            | 01375 679316 | Angie McQuade         | <a href="mailto:Practice.managerf81088@nhs.net">Practice.managerf81088@nhs.net</a> | Z546113X |
| Chafford Hundred Medical Centre | Drake Rd, Chafford Hundred RM16 6RS       | 01375 480000 | Victoria West         | <a href="mailto:Victoria.west1@nhs.net">Victoria.west1@nhs.net</a>                 | Z7439144 |
| Orsett Surgery                  | Rowley Rd, Orsett RM16 3ET                | 01375 892082 | Caroline Roberts      | <a href="mailto:Practice.managerf81137@nhs.net">Practice.managerf81137@nhs.net</a> | Z7309668 |
| Balfour Medical Centre          | Balfour Rd, Grays RM16 5NS                | 01375 373366 | Lynn Heath            | <a href="mailto:Lynn.heath3@nhs.net">Lynn.heath3@nhs.net</a>                       | Z517763X |
| Stifford Clays Medical Centre   | Crammavill St, Stifford Clays RM16 2AP    | 01375 800450 | Susan Garner          | <a href="mailto:Susan.garner@nhs.net">Susan.garner@nhs.net</a>                     | Z7539280 |
| The Surgery Horndon on the Hill | High Rd, Horndon on the Hill SS17 8LB     | 01375 642331 | Annette Martinez      | <a href="mailto:amartinez@nhs.net">amartinez@nhs.net</a>                           | ZA506935 |
| St Clements                     | London Rd, West Thurrock RM20 3DR         | 01708 891007 | Lillie Eta            | <a href="mailto:luljeta.maliqi@nhs.net">luljeta.maliqi@nhs.net</a>                 | Z2226817 |
| Oddfellows                      | Dell Road, Grays RM17 5JY                 | 01375 800274 | Lillie Eta            | <a href="mailto:luljeta.maliqi@nhs.net">luljeta.maliqi@nhs.net</a>                 | Z2226817 |
| Grays Surgery                   | 78 High St, Grays RM17 6HU                | 01375 390717 | Karen Roberts         | <a href="mailto:practice.managerf81218@nhs.net">practice.managerf81218@nhs.net</a> | Z8734210 |
| Milton Road Surgery             | 12 Milton Rd, Grays RM17 5EZ              | 01375 381612 | Cheryl Finn           | <a href="mailto:cherylfinn@nhs.net">cherylfinn@nhs.net</a>                         | Z2226817 |
| Medic House (Dr Ramachandram)   | Ottawa Rd, Tilbury RM18 7RJ               | 01375 855288 | Razeetha Ramachandran | <a href="mailto:practice.managerf81562@nhs.net">practice.managerf81562@nhs.net</a> | ZA119547 |
| East Tilbury Health Centre      | 85 Coronation Ave, East Tilbury RM18 8SW  | 01375 846232 | Jill Smith            | <a href="mailto:Admin.mailboxF81691@nhs.net">Admin.mailboxF81691@nhs.net</a>       | Z2226817 |
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