

Woodchurch Surgery: Privacy Notice – Use of Titan PMR for Patient Care

Effective from: July 2026

Data Controller: Woodchurch Surgery

Data Protection Officers & Caldicott Guardians: Dr Jack Hickey and Helen Fox

Why are we telling you this?

Woodchurch Surgery uses a system called Titan PMR to help us provide electronic prescriptions into our dispensary. The benefits to patients include faster and more accountable processing of prescriptions for dispensing. There are also benefits to the operations of the dispensary including safety, accountability and efficiency.

What is Titan PMR?

Titan PMR is a new dispensing system. It provides the following core functionality:

- Fully accredited for receipt and claims of EPS/2D Rx prescriptions for pharmacies and dispensing doctors
- Access to NHS Prescription Tracker and Summary Care Record
- Paperless Titan dispensing process with barcode safety and tracking
- Real Time Exemption Checking (English Pharmacies)
- Management of Instalment prescriptions (FP10 MDA)
- Management of dispensing of monitored dosage systems and production of medication administration record (MAR) charts
- Repeat Prescription Management
- Extractable Reports
- Stock ordering and management
- Management of dispensed packages on to shelves for collection
- Communication with patients once dispensed items are ready for collection
- Electronic Claims for reimbursement

What information is used?

To do this, Titan PMR uses information already in your record, including:

- Your name, date of birth, NHS number and contact details (if messaging is used)
- Allergies
- Dispensing history
- Exemptions from prescription charges

This information is only used for your direct care.

How is your data kept safe?

- Your data stays within the UK, stored securely in NHS-approved cloud servers
- Data is encrypted in transit and at rest
- Only authorised staff at Woodchurch surgery can access your record
- Titan PMR does not sell or share your data
- Titan PMR is NHS Data Security and Protection Toolkit compliant, ISO 27001 certified, and Cyber Essentials Plus certified

Will I get messages from Titan PMR?

Yes, you may receive an SMS message to help you manage your health – for example reminding you to collect your prescription.

If you do not wish to receive these messages, please contact reception to update your communication preferences.

What are my rights?

You have rights under data protection law, including:

- To be informed about how your data is used (this notice)
- To access your information
- To request corrections if something is wrong
- To object to your data being used (in certain circumstances)
- To request restrictions on how your data is processed

To exercise any of these rights, please speak to reception or contact us by email.

Questions or concerns?

If you have any questions about how your data is used with Titan PMR, contact:

Data Protection Officers:

Dr Jack Hickey and Helen Fox

Email: kmicb.woodchurchsurgery@nhs.net

Phone: 01233 860236

For more information about how we use your data, visit:

Link: <https://www.woodchurchsurgery.co.uk/gdpr>