

SPENCER PRIVATE HOSPITALS

BACKGROUND

Spencer Private Hospitals is a private healthcare provider located in East Kent, renowned for delivering high quality healthcare services. As a wholly private subsidiary of the East Kent Hospitals University Foundation Trust (EKHUFT), it has access to a wide range of healthcare facilities which enables it to offer over 200 private treatments and surgeries to its patients. In addition, Spencer Private Hospitals reinvests its profits back into the NHS.

CHALLENGES



**COMPLEX RECORDS
OF PROCESSING
ACTIVITIES (ROPA)**



**SPECIAL
CATEGORY
DATA**



**DSPT
TOOLKIT
SUBMISSION**



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Alex Aucutt-Ford // Head of Information, Quality and Resilience at Spencer Private Hospitals

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SOLUTION

Spencer Private Hospitals engaged with the DPO Centre to provide outsourced DPO services which have helped to bolster their already high data protection standards. Already having an in-house Information Governance team, Spencer Private Hospitals' DPO has been a port of call for advice and support where necessary, and has helped the team to put in place an effective compliance strategy by advising on the relative risks of different processing activities and prioritising the most urgent mitigations.

Their DPO Centre DPO has also overseen various projects, such as the updating of Spencer Private Hospitals' RoPA to reflect the new processing activities that have been introduced since the start of the COVID-19 pandemic. In addition, their DPO sits on Spencer Private Hospitals' Information Governance committee; attending monthly meetings to provide expert advice and guidance on data protection matters.

OUTCOME

Alex Aucutt-Ford, Head of Information, Quality and Resilience at Spencer Private Hospitals, said: "Our DPO from the DPO Centre has been excellent. They are happy to answer any questions we have, and have been a great sounding board for our Information Governance team which has supported all the great work the team does. By helping to provide a clear and prioritised plan of action, our DPO has ensured that we stay on track to meet our compliance goals."

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