

Subject Rights Request - ID Required - our reference: 2507-2236747 NHSE:0722935

INDIVIDUALRIGHTSREQUESTS (NHS ENGLAND) <england.irr@nhs.net>
To: Ryan Laird <rjmlaird@gmail.com>

1 July 2025 at 13:03

Dear Ryan Laird

Thank you for your subject access requests, which have been forwarded to the NHS England Data Protection Office by Primary Care Support England (PCSE).

We are writing to confirm receipt and to advise that in order to process your request we will need to confirm your identity.

Please provide copies of two types of identification as per the examples below:

- Birth Certificate
- Passport
- Driving Licence

Please also provide proof of address, dated within the last 3 months, as per the examples below:

- Bank Statement
- Utility Bill
- Tax Certificate
- Council Tax Bill

Please send copies of your ID documentation in response to this email.

Please also use this address for any queries or issues connected with your request.

Please remember to quote your reference number 2507-2236747 in any further correspondence.

We have one month, from the date that valid ID is received, to progress and provide a response.

*****Please do not amend the email subject line*****

Yours sincerely,

Data Protection Office
NHS England

Details of requests:

----- Original Message -----

From: rjmlaird@gmail.com;

Received: Sat Jun 28 2025 20:50:57 GMT+0100 (British Summer Time)

To: PCSE.Complaints <pcse.complaints@nhs.net>;

Cc: pcse.patientregistrations@nhs.net; PCSE.Registrations_PatientRemovals <pcse.patientremovals@nhs.net>;

Subject: Complaint and Subject Access Request – Unlawful Removal from GP List (Willows Health)

Some people who received this message don't often get email from rjmlaird@gmail.com. [Learn why this is important](#)

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear PCSE Patient Registrations Team,

I am writing to raise a formal **complaint** and submit a **Subject Access Request (SAR)** regarding my deregistration from Willows Health (Springfield Road Surgery, Leicester, LE2 3BB), in relation to an alleged breakdown in the GP–patient relationship.

Complaint: Failure to Respond and Ongoing Patient Safety Risk

I have contacted your team via email on:

- 10 April 2025
- 28 April 2025
- 30 April 2025
- 5 June 2025

and by telephone on:

- 10 April 2025
- 25 June 2025

I received no responses by email whatsoever. When I spoke to one of your colleagues on 10 April 2025, he said he would have someone get back to me and they never did. On 25 June 2025, I was explicitly told you could not reverse or pause the GP's decision, nor could you tell me in clear terms what evidence had been submitted to validate my GP's request for PCSE to remove me from the practice's patient list. I was referred to my local ICB or GP practice without any meaningful response by PCSE. I feel I have been passed from pillar to post, with no one taking ownership of my case. This is unacceptable given the serious clinical and safeguarding implications of abrupt deregistration—especially in the absence of any written warning or meaningful dispute resolution attempt by the practice.

Request for Evidence in Line with PGM Requirements

As per Section 3.2.7 of the Primary Medical Care Policy and Guidance Manual, practices must:

1. Provide the reason for removal in writing;
2. Issue a written warning within 12 months prior to the request unless exceptional circumstances apply;
3. Clearly state why a written warning was not issued if it was deemed inappropriate or harmful.

Accordingly, I request immediate disclosure of the following evidence submitted by the practice in support of my removal:

- The original removal request form submitted by Willows Health;
- Any documented reasons provided for the removal;
- Any written warning(s) issued to me within the previous 12 months;
- If no warning was given, the specific justification cited under the exceptional circumstances clause (e.g. risk to staff, harm to patient);
- Internal correspondence, notes, or case file comments from PCSE staff validating the request;
- Notification letters issued to me and Willows Health, including the date and method of delivery.

If any of the above documentation is missing, incomplete, or does not meet the NHS England PGM standards, I ask that you refer the matter back to the local commissioner (ICB) for investigation.

Subject Access Request (UK GDPR – Article 15)

In line with **UK GDPR**, I am also making a **formal Subject Access Request** for:

1. All personal data held on file in relation to my registration history and current status;
2. All correspondence (emails, letters, internal memos) mentioning my name, NHS number, or date of birth;
3. Call logs or contact notes associated with the above telephone dates;
4. Any automated decision-making records (if applicable);
5. A full activity log showing processing actions taken regarding the 8-day removal.

Please acknowledge receipt and respond **within one calendar month** as required under UK GDPR.

Additional Context

This action by Willows Health appears to be part of a pattern of retaliation after I lawfully exercised my rights under the Freedom of Information Act, the UK GDPR, and NHS complaints processes. The ICO has already ruled that Willows Health improperly relied on section 14(1) FOIA, and the PHSO is reviewing multiple related complaints.

This makes it even more important that PCSE fulfils its gatekeeping duty to ensure that the removal is valid, documented, and lawfully justified—in accordance with Clause 13.10 of the NHS GMS Contract and PCSE's own operating procedures.

I would appreciate an urgent response confirming:

1. What evidence you received to justify the removal;
2. What steps PCSE has taken to verify compliance with NHS England policy.

Thank you for your urgent attention to this matter.

Kind regards,
Ryan John McCall LAIRD
NHS No: 420 559 3058
18 May 1987

Second request:

Dear PCSE,

Pursuant to Article 15 of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, I am formally submitting this Subject Access Request to obtain copies of all personal data held about me by Primary Care Support England (PCSE), particularly as it pertains to any past, present, or pending actions concerning my GP registration and patient list status.

Requested Information

Please provide, in electronic form where possible, the following:

1. Confirmation of whether any request to remove me from the practice list has been received from Willows Health (Springfield Road Surgery, Leicester, LE2 3BB) within the past 12 months;
2. Copies of all correspondence, forms, documents, and internal notes relating to such a request, including:
 1. The GP practice's original removal request form(s);
 2. Any warning notice provided or justification for its absence;
 3. Internal assessments, notes, or validation checks performed by PCSE staff;
 4. Communication logs or metadata showing how and when notifications were sent;
 5. Any instructions or advice provided to the GP practice regarding the removal;
3. A full history of my GP registration status over the past 12 months, including any proposed or completed changes;
4. Any emails, call logs, or CRM notes referencing contact from myself (Ryan Laird) since 10 April 2025 regarding this matter;
5. Details of any automated decision-making or profiling that may have been applied to my records under Article 22 UK GDPR.

My Identity

- Full Name: Ryan John McCall Laird
- DOB: 18 May 1987
- Address: Flat 1, Victoria Gardens, [195 London Road, Leicester, LE2 1ZH](#)
- NHS Number: 420 559 3058
- Email: rjmlaird@gmail.com
- Phone: +44 (0) 7599 423050

I confirm that I am the data subject. If any further identification is required, I am happy to provide a redacted utility bill and/or a copy of my identity.

Response Timeframe
Under Article 12(3) of the UK GDPR, you are required to respond to this request within one month. I expect an acknowledgment of receipt and a full response by 28 July 2025, unless you require clarification or valid grounds for an extension.

Important Note
Given the urgent and ongoing nature of this situation—including serious clinical risks, the involvement of regulatory bodies, and the potential for maladministration—I would be grateful if you could expedite your response wherever possible.

Thank you for your assistance. Please confirm receipt of this request as soon as possible.

Yours sincerely,

Ryan John McCall Laird

This message may contain confidential information. If you are not the intended recipient please:
i) inform the sender that you have received the message in error before deleting it; and
ii) do not disclose, copy or distribute information in this e-mail or take any action in relation to its content (to do so is strictly prohibited and may be unlawful).
Thank you for your co-operation.

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

For more information and to find out how you can switch visit [Joining NHS.net Connect – NHS.net Connect Support](#)