

Information for patients

When we provide healthcare, we will share your record with the people providing care or checking the quality of care (unless you have asked that we limit how we share your record).

Everyone looking at your record, whether on paper or computer, must keep the information confidential.

We will aim to share only as much information as people need to know to play their part in your healthcare.

Confidential information

All confidential information held about you is kept safe. We only share information with people who are directly involved in caring for you in order to treat you safely.

Other information, that does not include your personal details, may be used for planning, training and research.

For reasons of confidentiality we cannot give detailed information out over the telephone.

It would help us if one of your relatives makes enquiries and passes the news on to the rest of the family members, with your consent.

Further information

Details about how your information is shared and stored safely and securely can be found below.

Patient information

Why we keep information about you

In the National Health Service we aim to provide you with the highest quality of care.

To do this we must keep records about you, your health and the care we have provided or plan to provide for you.

These records may include:

- Basic details about you, like address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests etc.
- Relevant information from people who care for you and know you well, such as health professionals and relatives.

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you
- Show you what they have recorded about you, if you ask.

Patient information

How your records are used

The people who care for you use your records to:

- Provide a good basis for health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective
- Work effectively with others providing you with care.

Others may need to use records about you to:

- Check the quality of care
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Help with research.

Some information may be held centrally to help with the planning of healthcare services. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research.

This information will only be used with your consent, unless we have to do so by law. We will aim to share only as much information as people need to know to play their part in your healthcare.

Our guiding principle is that we are holding your records in strict confidence.

Patient information

How we share your information

When we provide healthcare, we will share your record with the people providing your care or checking the quality of care (unless you have asked that we limit how we share your record).

Everyone looking at your record, whether on paper or computer, must keep the information confidential. We will aim to share only as much information as people need to know to play their part in your healthcare.

We will not share health information that identifies you (particularly with other government agencies) for any reason other than providing your care, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes; or
- we have special permission because the public good is thought to be of greater importance than your confidentiality.

If we share information without your permission, we will make sure that we keep to the Data Protection Act 1998, the NHS confidentiality code of practice and other national guidelines on best practice.

The Care Record Guarantee for England sets our commitment to use records about you in ways that respect your rights and promote your health and wellbeing.

More information is available at: <http://systems.hscic.gov.uk/scr/staff/impguidpm/ig/crg>

Patient information

Your rights

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records we hold about you (you may have to pay a fee). Your request must be made in writing.

There may be a charge to have a printed copy of the information held about you. We are required to respond to you within 40 days.

You will need to give adequate information (for example full name, address, date of birth, NHS number etc.). You will be required to provide identification before any information is released to you.

If you think anything in your record is inaccurate or incorrect, please approach the health professional in charge of your care.

Notification

The Data Protection Act 1998 requires that organisations notify the Information Commissioner of the purposes for which they process personal information. The details are publicly available from:

The information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
Tel: 01625 545745
www.informationcommissioner.gov.uk