

Francis Grove Surgery



How we use your health records



This leaflet explains:

Why the NHS collects information about you and how it is used

Who we may share information with

Your right to see your health records and how we keep your records confidential

Why we collect information about you

In the National Health Service we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided to you.

These records may include:

Basic details about you such as 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

How your records are used

The people who care for you use your records to:

Provide a good basis for all health decisions made by you and care professionals

Allow you to work with those providing care

Makes sure your care is safe and effective

Work effectively with others providing you care

Others may also need to use records about you to:

Check the quality of care (such as a clinical audit)

Protect the health of the general public

Keep track of NHS spending

Manage the health service

Help investigate any concerns and complaints you or your family have about your health care

Teach health workers and help with research

Some information will be held centrally to be used for statistical purposes. 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 and auditing. However these information will only be used with **your consent**, unless the law requires us to pass on the information.

You have the right

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 about you (you may have to pay a fee) Your request must be made in writing to the organisation holding your information 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 id before any information is released to you.

If you think anything is inaccurate or incorrect, please inform the organisation holding your information.

Notification

The Data Protection Act 1998 requires organisations to 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

How we keep records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential. **We have a duty to** Maintain full and accurate records of the care we provide to you Keep records about you confidential, secure and accurate Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, 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
we have special permission because the interests of the public are thought to be of greater importance than your confidentiality



Our guiding principle is that we are holding your records in STRICT CONFIDENCE

Who are our partner organisations?

We may share information with the following main partner organisations:

Strategic Health Authorities
NHS Trusts (Hospitals, PCTs)
Special Health Authorities
Ambulance Service

We may also share your information, **with your** consent and subject to strict sharing protocols about how it will be used,

With:

Social Services
Education Services
Local Authorities
Voluntary Sector Providers
Private Sector

Anyone who receives information from us also has a legal duty to:

KEEP IT CONFIDENTIAL!

If you require this leaflet in a different format or you need further information or assistance, please contact:

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