

YOUR INFORMATION AND HOW WE USE IT

WHAT YOU NEED TO KNOW

Why information is collected about you and the ways in which this information may be used.

Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service (NHS). These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- basic details about you, such as address and next of kin
- contacts we have had with you, such as consultations with your GP or Practice Nurse or other healthcare professional
- notes and reports about your health and any treatment you have received
- results of investigations, such as X-rays and laboratory tests
- relevant information from other health professionals, or those who care for you and know you well

How your records are used to help you

Your records are used to guide professionals in the care you receive to ensure that:

- your doctor, nurse or any other healthcare professionals involved in your care has accurate and up to date information to assess your health and decide what care you need
- full information is available if you see another doctor, or are referred to a specialist or another part of the NHS
- there is a good basis for assessing the type and quality of care you have received
- your concerns can be properly investigated if you need to complain

How your records are used to help the NHS

Your information may also be used to help us:

- assess the needs of the general population
- make sure our services can meet patient needs in the future
- review the care we provide to ensure it is of the highest standard
- teach and train healthcare professionals
- conduct health research and development
- audit NHS services so that your practice, dentist and hospital are paid for the care they provide
- prepare statistics on NHS performance
- investigate complaints, legal claims or untoward incidents

Some of this information will be held centrally, but where this is used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

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Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. These may include research and auditing services. This will only be done with your consent, unless the law requires information to be passed on to improve public health.

How we keep your records confidential

Everyone working for the NHS has a legal duty to keep information about you confidential

You may be receiving care from other organisations as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- notification of new births
- where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles
- where a formal court order has been issued

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

How you can get access to your own health records

The Data Protection Act 1998, which came into force on 1st March 2000, and the subsequent General Data Protection Regulations, that came into force on 25th May 2018, allows you to find out what information is held about you by making a Subject Access Request. It applies to your health records.

If you want to see your records you should make a written request to the practice manager. There may be circumstances where a charge will be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

Since 1st April 2016, you may register to view online most information on your GP medical record. Ask reception for details about registering.

Further information

If you do not want your information used or shared please speak to the health professional concerned with your care. If you do not want to share your information we can mark your records to prevent this but you should understand that doing so may have consequences for your health care.