

How we keep your 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 and secure
Provide information in a format that is accessible to you (e.g. 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, or
we have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put others you had come into contact with at risk



**We hold your records in
STRICT CONFIDENCE**

Information Sharing

We may be required or asked to share information, **with your consent** and subject to strict sharing protocols on how it will be used, with:

NHS England
Clinical Commissioning Groups
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!



**Melbourne Park Medical Centre
Melbourne Road
Aspley
Nottingham
Telephone No: 0115 9786114**

Tel. No.

**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

How the NHS uses your Health Records

Why we collect information



In the National Health Service we provide you with the highest quality of care. To do this we must know about you, your health and the services you have provided or plan to provide.

These records may include:

- Basic details about you such as 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, and
- 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 in consultation with you and other health care professionals
- Deliver appropriate health care
- Make sure your health care is safe and effective, and
- Work effectively with others providing you with health care

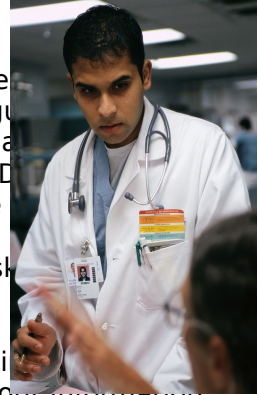
Others may also need to use records about you to:

- Check the quality of health care (such as clinical audit)
- 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
- 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 personal identifiable information for essential NHS purposes such as research and auditing. However, this 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 confidentially access your records. The General Data Protection Regulation, the Human Rights Act 1998 and the law duty of confidence (the Data Protection Act 1998, the Equality Act 2010, Discrimination and the Race Equality Directive) may also apply) You also have the right to ask for a copy of your records about you

- Your request must be made in writing to the organisation holding your information
- We are required to respond to you within 1 calendar month
- 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
- You have the right to obtain a copy of records in permanent form
- You have the right to request that information is in an intelligible format with medical abbreviations explained
- You have the right to view the records without obtaining a copy.

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

Notification The General Data Protection Regulation requires organisations to notify the Information Commissioner of the purposes for which they process personal information