

## 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, secure and accurate
- provide information in a format that is accessible to you (e.g. 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
- OR
- we ask and you give us specific permission
- OR
- we have to do this by law
- OR
- 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

**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:

- NHS England
- NHS Trusts e.g. (Hospitals)
- Special Health Authorities
- Ambulance Service
- Halton CCG

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

- Social Services
- The Police
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

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

**KEEP IT CONFIDENTIAL!**

**Grove House Practice  
St Paul's Health Centre  
High Street  
Runcorn**

**Tel: 01928 566561**

**Cancellation Line: 01928 842577  
(message facility only)**

If you require this leaflet in a different format or if you need further information or advice, please

contact the Practice

Last reviewed: September 2023

# Data Protection & How to Access Your Health Records

Grove House Practice



## 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 or plan to provide 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 test 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, if you wish**
- **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
- make sure your care is safe and effective, and
- work effectively with others providing you with care

### Others may also need to use records about you to:

- check the quality of 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 personally 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 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 view or ask for a copy of all records we hold about you):

- Your request must be made in writing and addressed to the Business Manager
- There may be a charge involved
- We will normally provide a response within 21 days of any fee being paid
- You will need to give adequate information (for example full name, address, date of birth NHS number etc.,). It may also be helpful if you could explain the reason for your request (so we can help you identify relevant information)
- You will be required to provide id with your request and before any information is released to you.
- You can appeal to the Business Manager if the GP decides not to disclose your information.

***If you think any information we hold about you is inaccurate or incorrect, please let us know as soon as possible***

### 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 at:

Wycliffe House, Water Lane, Wilmslow  
Cheshire SK9 5AF  
Tel: 01625 545745

[www.ico.org.uk](http://www.ico.org.uk)