

# HOW WE USE YOUR HEALTH RECORDS



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## How we use your health records

This leaflet explains some of the processes in place at PHD, including:

- Why we collect information about you.
- How your records are used.
- How we keep your records confidential.
- Your rights.
- Who we may share information with.

## Why we collect information about you

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, etc.
- Contact we have had with you such as appointments and home 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.

## How your records are used

### We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you.
- Allow you to work with us when we provide treatment or advice.
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you.
- Work effectively with others providing you with treatment or advice.

### **We follow NHS good practice and will:**

- Discuss and agree with you what we are going to record about you.
- Show you what we have recorded if you ask.

## **How we keep your records confidential**

### **We have a duty to:**

- Maintain full and accurate records of the care we provide to you.
- Keep records about you confidential, safe, secure, accurate and up to date.

### **We will not share information that identifies you for any other reason, unless:**

- You ask us to do so.
- We ask, and you give us, specific permission.
- We must do this by law.
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (e.g., to prevent someone from being seriously harmed).

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

## **Your Rights**

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the General Data Protection Regulation (GDPR) 2018, the Common Law Duty of Confidentiality, the Human Rights Act 1998, the Gender Recognition Act 2004 and the Equality Act 2006.

You have the right to know what information we hold about you, what we use it for and, if the information is to be shared, who it will be shared with.

You have the right to apply for access to the information we hold about you.

### **Access Covers:**

- The right to obtain a copy of your records in permanent form.
- The right to have the information provided to you in a way you can understand.

Where you agree, the access right may be met by enabling you to view the record, without obtaining a copy.

Send your request to us in writing. Your request will need to include sufficient information to enable us to correctly identify your records – for example your full name, date of birth and NHS number (if known). Information is provided free of charge, however if you require a large amount of information we may charge a reasonable administration fee, but this will be discussed and agreed with you. We will respond to your request within 21 days of receiving your request and you will be required to provide proof of your identity before any information is released to you. Once you receive your records, if you believe any information is inaccurate or incorrect, please inform us as soon as possible.

## Who we may share information with

We may share information about you with the following main partner organisations to ensure that your health care needs are communicated and fully supported:

- Your GP Practice.
- Other providers involved in your care such as a hospital.

We may also share 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 Providers.
- Ambulance Trust.
- Clinical Commissioning Group.
- Fire and Rescue Services.
- Police.

Some information we have to share is used for statistical purposes, and in these instances we take strict measures to ensure that service users can not be identified.

Anyone who receives information from us also has a legal duty to keep it confidential.

If you do not wish personal data, that we hold, to be used or shared in the way that is described in the leaflet, please discuss this matter with us. You have the right to ask us to stop using or sharing data but this may affect our ability to provide you with safe, effective care and/or advice.

If you require this leaflet in a different format or you need further assistance please contact our Data Protection Officer using the details below.

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