

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 NHS. This helps to ensure that you receive the best possible care from us. The record 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 clinic visits
- *Notes and reports about your health and any treatment and care you have received
- *Details and records about the treatment and care you receive
- *Results of any 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 us

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
- *Pay your GP, dentist and hospital for the care they provide

- *Audit NHS accounts and service
- *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 be passed to organisations with a legitimate interest, including universities and research institutions. Where it is not possible to use anonymised information, we will seek your consent unless the law requires information to be passed on.

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

How we keep your records confidential

You may be receiving care from other organisations as well as the NHS (eg 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 and 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 (but not HIV/AIDS)

Where a formal court order has been issued

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

Who are our partner organisations

The principle partner organisations, with whom information may be shared:

Strategic Health Authorities
NHS Trusts
General Practitioners (GPs)
Ambulance Services

Your information may also, subject to strict agreements describing how it will be used, be shared with:

Social Services
Education Services
Local Authorities
Voluntary Sector Providers
Private Sector Provider

How you can get access to your own health records

The Data Protection Act 1998, which came into force on 1st March 2000, allows you to find out what information about you is held on computer and in certain manual records.

If you would like to see your records you can make a written request to the Practice or PCT. You are entitled to receive a copy of your records but should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited.

Further Information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the health professionals concerned with your care.

Alternatively, if you have any queries or if you require this guide in large print or another format please contact:

Email: pals.nhsdevon@nhs.net

Telephone: 0845 111 0080

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HOW WE USE YOUR INFORMATION



WHAT YOU NEED TO KNOW

This leaflet explains why information is collected about you and the ways in which this information may be used by the Practice or the Primary Care Trust.