

## 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



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.

Our guiding principle is that we are holding your records in

**STRICT CONFIDENCE**

## 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 ask for a copy of all records about you.

- \* Your request must be made in writing to the organisation holding your information.
- \* There may be a charge to have a printed copy of the information held about you.
- \* We are required to respond to you within 40 days.
- \* You will need to give adequate information (for example full name, address, date of birth NHS number etc).

You will be required to provide identification before any information is released to you.

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



**Doctors TNB Scott, RE Cooper, AP Parker,  
P Gadsden, T Taylor, D Stinton & N Humes**

# Your Health Records

## How We Use Your Health Records



# Better Information, Better Health

### This leaflet explains:

- \* **Why the NHS collects information about you and how it is used**
- \* **How your records are used**
- \* **Who we may share information with**
- \* **How we keep your records confidential**
- \* **Your right to see your health records**

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## Why We Collect Information About You

In the National Health Service (NHS) 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 consultations.
- \* Reports and letters about your care from other organisations.
- \* Records about your treatment and care.
- \* Results of x-rays, laboratory test etc..

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 ask.**
- \* **Show you what they have recorded about you, if you ask.**

**CONFIDENTIAL**

## 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,
- \* 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.
- \* Train health workers.
- \* Help with research.

Where your information is used in this way, we take strict measures to ensure that individual patients cannot be identified or if required, we will ask for your consent to share information.

## Who Are Our Partner Organisations?

We may share information with the following main partner organisations:

- \* NHS England
- \* NHS Trusts - Hospitals, Clinical Commissioning Groups (CCGs)
- \* Public Health Bodies
- \* Ambulance Service

We may also share your 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

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

**KEEP IT CONFIDENTIAL!**

## Where Your Information May Be Shared

There are three ways in which your information is shared that you have a choice to opt out of:-

**Summary Care Record** is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had. Having this information available to all healthcare professionals makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed. You can change your mind at any time whether or not you have Summary Care Record, but you will need to let the Practice know. You will also be asked for your consent for others to view your records at the time of an emergency.

**Care.data** NHS England's care.data system aims to provide timely, accurate information to citizens, clinicians and commissioners about the treatments and care provided by the NHS. Please refer to the NHS England's care.data patient information leaflet for further information.

**Risk Stratification** is a process for identifying and managing patients who are at high risk of emergency hospital admission. Typically this is because patients have a long term condition such as COPD or cancer. To do this information from many healthcare providers is analysed to determine who is most at risk of admission. NHS England encourages GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to provide care plans and planned care with the aim to prevent avoidable admissions or other emergency care.

If you wish to opt out of any of the above, please complete the 'Opt Out Form' available from Reception.

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.