

How will we keep your information confidential?

The Data Protection Act 1998 has been expanded to protect manually produced and computer held data and information. All our team members have been made aware of the Data Protection principles and how to apply them and this training is undertaken regularly.



We also have an appointed Caldicott Guardian who is responsible for the protection of person identifiable information. At East Quay this is both Rachel Stark, Practice Manager, and Dr Budd. In this role, our Caldicott Guardians ensure that:

- The use or transfer of information is justifiable
- Patient information is only used when it is absolutely necessary
- The minimum necessary patient information is used
- Access to patient information is on a strict 'need to know' basis
- All staff are made aware of their responsibilities
- Staff have received training to understand and comply with the law.

We also make sure that anyone we share information with, with your permission, is under the same legal duty to keep it confidential

Can I see my medical records?

You have the right to see, or request a copy, of any personal information we hold about you. If you want to see your medical records please talk to the healthcare professionals caring for you or contact the



Doctor's Personal Assistants at the surgery. We will help you in accordance with the Data Protection Act 1998. A charge will usually be made if you want a copy of your records and, in some circumstances, your right to see some details of your health records may be limited.



How we use personal information about you

What information do you hold about me?

So that you receive the best possible healthcare and treatment, the health professionals caring for you need to keep records about your health and any treatment you have received from the NHS. Your health records may include:

- Personal details, such as your address and next of kin
- Details of your appointments, and consultations with professionals including notes of any treatment and care you have received
- Results of any investigations, swabs or tests
- Information from other health professionals you have had contact with

How is this information used to help me?

Your records are used by healthcare professionals to ensure that:

- Healthcare professionals involved in your care have access to current, accurate information about you in order to assess your health needs
- Information is available if you need to see another doctor or health professional, or are referred to another NHS Service



We may also use general anonymised information about you for the following functions:

- Assess the needs of the general population to improve health and reduce health inequalities
- Review the services we commission on your behalf to ensure they are of the highest standard
- Undertake health research and development
- Identify where new services may be required or where services need to be altered to better meet patient needs
- Raise any concerns regarding any problems or delays you have experienced in the health service.



Other uses of data

Some data is also shared to ensure that funding for care is provided to the health service you have attended. However, this information is kept confidential between the health care provider, your PCT and GP practice. It is limited to your NHS number, name, address, date of birth and the coding information on your attendance – for example, for hospital appointments, it may include the date you attended, what specialty you saw, and any procedure that was undertaken.

New regulatory bodies, such as the Care Quality Commission (CQC) may also have a legal right to see patients' medical records. We have requested that this be either anonymised information or only if patient consent is received. When more guidance is available, we will update this leaflet.



Will my information be shared with other individuals or organisations?

Information about you will usually only be shared with other organisations if it is necessary for the safe provision of your healthcare or to plan your discharge from hospital or plan care at home. In these circumstances your information may be shared with:

- Other NHS services such as hospitals, community services or coordination services
- Ambulance Services
- Social Services
- Education Services for children and young people
- Voluntary Sector Providers such as the Red Cross

We will not disclose your information to other 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 shared.

We will only give information to your relatives, friends and carers if you ask us to and have given your permission. Whilst loved ones may wish to let us know if they are concerned, we do not share information about you with them unless we have your consent.

