

## 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 and secure
- Provide information in a format that is accessible to you (e.g. 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
- 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—for example, if you had a serious medical condition that may put others you had come into contact with at risk

**We hold your records in  
STRICT CONFIDENCE**

## Who are our partner organisations?

We may share information with the following main partner organisations:

- Strategic Health Authorities (SHA's)
- NHS Trusts (Hospital's, PCT's)
- Special Health Authorities
- Ambulance Service

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

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Other local agencies e.g. Physiotherapy, Podiatry. School Nursing service
- Private Sector

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

***SHHHH KEEP IT CONFIDENTIAL!!***

Everyone who works in the NHS is bound by a strict code of confidentiality.

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## How we use your Information.



In order to provide you with the best possible healthcare, we need to maintain proper records of your health and make sure that this is available to your medical team, wherever and whenever possible. All of our staff at Whitchurch Medical Centre are trained in their responsibilities to protect your data and are under legal obligations not to disclose this information to unauthorised bodies or people.

### **This leaflet explains:**

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

If you require this leaflet in a different format or you need further information or assistance, please contact the Practice Manager.

### 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 encounters
- Notes and reports about your health
- Hospital letters
- 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

### 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 and
- 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 in consultation with you and other health care professionals
- Deliver appropriate health care
- Make sure your health care is safe and effective, and
- Work effectively with others providing you with health care

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

- Check the quality of health care (such as clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service and develop new services
- 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 personal 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 and if you prefer not to have your information shared you can opt out.

### 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 – see our Subject Access leaflet.

- Your request must be made in writing to the organisation holding your information
- We are required to respond to you within 30 working days
- You will need to give adequate information (for example full name, address, date of birth, NHS number, dates of what period of your record you wish to obtain)
- You will be required to provide ID before any information is released to you.

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

### Notification

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

