This leaflet explains why information is collected about you and the ways in which this information may be used in the NHS.

**Why the Trust collects 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 National Health Service. These help to ensure that you receive the best possible care from us. They may be written down (manual records) or held on 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 need
- Details and records about the treatment and care you receive
- Results of investigations, such as X-rays and laboratory tests
- Relevant information from other health professionals, relatives or those who care for you and know you well

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

- Give you a copy of letters we are writing about you; and
- Show you what we have recorded about you, if you ask

**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
- Look after the health of the general public
- To ensure we are paid for the treatment we provide
- Audit NHS accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on NHS performance
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Contact you using an automated voice call or text message to your home or mobile telephone to remind you of your appointment or admission and to include you in the friends and family satisfaction survey

Some of this information will be held centrally, but if it is needed for statistical purposes, robust measures are put in place to ensure that individual patients cannot be identified. Anonymous statistical information may be passed to organisations with a legitimate interest, including universities, community safety units and research institutions.

Where it is not possible to use anonymised information, personally identifiable information may only be used for essential NHS purposes.

These may include research and auditing services. This will only be done with your consent unless the Care Quality Commission (CQC) has provided prior approval.
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
- Provide information in a format that is accessible to you (e.g. in 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 have to do this by law (e.g. court order)
- 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)

All personal data that will be stored on the Trust network or on any portable device, will be kept secure and in an encrypted format in accordance with Principle 7 of the Data Protection Act. Anyone who receives information from us is also under a legal duty to keep it confidential.

Our guiding principle is that we are holding your records in strict confidence.
Who we may share information with

- NHS Trusts
- Clinical Commissioning Groups (CCGs)
- General Practitioners (GPs) this includes connection with other systems in primary care to share electronic information
- Ambulance services

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

- NHS Common Services Agencies such as Primary Care Agencies
- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector Providers
- The Patient Demographics Service (PDS) and the Secondary Users Services (SUS)
- Cancer Registry
- Other Hospital Trusts
- The Care Quality Commission (CQC)

Your Rights

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 Equality Act 2010 may also apply).

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 record in permanent form
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations)

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

**Obtaining a copy of your record**

- Send your request in writing to the Access to Health Records team
- Your request will need to include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, NHS number, local hospital reference number
- We may charge you a fee to provide you with copies of the information we hold about you
- We will respond to you within 40 days of receiving your fee
- You will be required to provide a form of ID before any information is released to you

Once you receive your record, if you believe any information is inaccurate or incorrect, please inform us.

**Additional 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 or shared in any of the ways described in this leaflet please speak to the health professionals involved in your care. You have the right to object, but this may affect our ability
to provide you with care or advice, but please be assured that we will always do the best we can to assist you.

**You can also contact the Information Assurance team at the hospital on Tel: 0151 706 3671. Textphone number: 18001 0151 706 3671**

**Notes**

CQC provides a power to ensure that patient identifiable information needed to support essential NHS activity can be used without the consent of patients. The power can only be used to support medical purposes that are in the interests of patients or the wider public, where consent is not a practicable alternative and where anonymised information will not suffice. It is intended largely as a transitional measure whilst consent or anonymisation procedures are developed, and this is reinforced by the need to review each use of the power annually.

SUS Data is used for the reporting and analysis of hospital activity and supports the efficient commissioning of services and Payment by Results (PBR). This Trust shares information about the treatment you have received with the Secondary Users Service.

**Author: Information Assurance Manager**

**Review Date: February 2019**
All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتظام المستشفى عند الطلب بصفة أخرى، بما في ذلك لغات أخرى وطرق تشكيل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونيا.

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Dr صورت تماسيل ميزانيات كليه اطلاعات تصويب شده توسط اتحاديه در رابطه با بيماران را به اشكال مختلف در دسترس داشته باشيد، از جمله به زبانهاي ديگر، به زبان ساده، چاب درشت، صوت، حرف مخصوص كوران، مون و بصورت روی خطی موجود است.

زانياريي پيونديدار به نمکينشانى لعلاقين تراساجو يساسد كراون، نوگردا راها بکريت له فورماتكاني تردا برتي لى زمانهكاني نر، نريدي نيد (هاسان خونودنامى)، چابي گامه، شريتي دمگ، هيلي مونون نوکارکرييى هاميه.

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Dhammaan warbixinta bukaanleyda ee Uurka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la’, Moon iyo nidaam eletaroonig ah.

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