

YOUR INFORMATION

WHAT YOU NEED TO KNOW

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 ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer.

Your records are used to guide and administer the care you receive to ensure:

- ❖ your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need
- ❖ full information is available should you see another doctor, or be 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

Your information may also be used to help us:

- ❖ look after the health of the general public
- ❖ pay your GP, dentist and hospital for the care they provide
- ❖ investigate complaints, legal claims or untoward incidents
- ❖ make sure our services can meet patient needs in the future

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

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or 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

You may be receiving care from other people as well as the NHS (like 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.

The principal partner NHS organizations, with whom information may be shared:

- ❖ NHS Trusts
- ❖ Primary Care 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 Providers.

Please contact the Practice Manager if you need clarification about any of this.