

How We Use Your Health Records

This Privacy Notice (also known as a Fair Processing Notice) explains how our Trust uses and manages the information we hold about our patients. This includes:

- Why we collect and keep information about you.
- What information we collect.
- Who may see your personal confidential information.
- Your rights in relation to your information.

Information we hold about you:

In the NHS, we aim to provide you with the highest quality of healthcare. To do this we must keep records about you, your health, and the care we have provided to you, or plan to provide to you.

The doctors, nurses, and healthcare professionals caring for you, and other members of our staff, will ask you to provide information about yourself. This information helps to ensure that you receive the best possible care.

Information about you may be written on paper or recorded electronically. Different healthcare professionals may record information about you, and as such, your records may be stored in different parts of the NHS. The types of information we collect include:

- Basic details about you (such as name, address, date of birth, GP practice etc.).
- Details of contacts we have had with you (such as clinic visit details or inpatient attendances).
- Notes and reports about your health, your treatment and the care you have received.
- Results of investigations (such as x-rays, scans and laboratory tests).
- Relevant information from people who care for you or know you well (such as social care professionals and relatives).

How your records are used:

Your records are primarily used to direct, manage and deliver your care so that:

- The healthcare professionals involved in your care have accurate and up-to-date information to assess your health and provide you with the care you need.
- Appropriate information is available should you need to see another doctor, or be referred to a specialist, or be sent elsewhere in the NHS.
- The quality of care you have received can be assessed against nationally and locally agreed best practice and standards. This process is known as clinical audit.
- Any concerns you may have can be properly investigated.

Other ways you records may also be used:

Your information may also be used to:

- Look after the health of the general public.
- Make sure our services can meet patient needs now and in the future.
- Prepare statistics on NHS performance.
- Educate and train healthcare professionals.
- Conduct health research and development.
- Enable funding of your GP, dentist and hospital for the care they provide.
- Audit NHS accounts and services
- Investigate complaints, legal claims and untoward incidents.

If we use your information for these purposes then we normally remove your name and any other details which could identify you. This information is then said to be 'anonymised'. This is to maintain your privacy and confidentiality.

If we need to use the information in a form that identifies you, then you will normally be asked first. We respect your wishes to not share certain items of confidential information about you. If you raise an objection, we will always explain what information we want to share, why we want to share it, and who we want to share it with, and then help you to make an informed decision.

How we protect your confidentiality:

Every member of staff working in the NHS has a legal duty to keep information about you secure and confidential. This is included in staff contracts of employment.

The information held by our Trust about you is protected by strict physical, electronic and procedural measures. There is often a need to share information about you with healthcare professionals and within the Trust so we can work together for your benefit. But we will only ever share your information when there is legitimate need to do so, and only using secure methods.

Your information will only ever be disclosed to third parties without your permission in exceptional circumstances. For example, very occasionally we may be required by a court to provide information without consent to prevent harm or to allow the investigation of a serious crime.

Keeping your information accurate and up-to-date:

We have a duty to ensure that the information we hold about you is accurate and up-to-date. We will check your details are correct each time you visit. Please help us by telling us if your details change, e.g. if you change your address or GP. It is important that the information you provide to us is correct.

Your rights:

- You have the right to be informed about how your information is used. This document aims to explain how we use your information but if you are unsure, or require more information, your healthcare professional will be able to help. There are also relevant contact details at the end of this document.
- You have the right to privacy and confidentiality, and to expect the NHS to ensure that your confidential information is safe and secure.
- You have the right to object to your confidential information being used or shared beyond your treatment and care; to have your objections considered; and where your wishes cannot be followed, to be told the reasons, including the legal basis.
- You have the right to access your own health records and to have any factual inaccuracies corrected.

How to access your records:

You have the right to see or receive a copy of your medical records, this is called a subject access request, and to have any information you do not understand explained to you. However, there are charges of up to £10 for viewing in person and for copies of information held electronically, and up to £50 for information held in paper form or a combination of paper and electronic.

Also, it may be deemed appropriate to refuse your access to some of all of your information; for example, if seeing it may cause serious harm to your health or breaches another person's confidentiality.

For further information, please contact:

The Data Access Team, Blackpool Teaching Hospitals NHS Foundation Trust, Whinney Heys Road, Blackpool, FY3 8NR
T: (01253) 953537 / 953056 / 955029 / 956802
e: bfwh.data.access@nhs.net

Caldicott Guardian:

The Caldicott Guardian acts as the 'conscience' of the organisation in relation to how patient information is handled.

If you wish to contact the Caldicott Guardian, please send an email to:
bfwh.caldicottguardian@nhs.net

Options available:

If you would like a large print, audio, braille, or a translated version of this information then please call:
(01253) 955588

Patient Relations Department:

For information or advice please contact the patient relations department via the following:
T: (01253) 955588
e: patient.relations@bfwh.nhs.uk

You can also write to us at:
Patient Relations Department, Blackpool Teaching Hospitals NHS Foundation Trust, Whinney Heys Road, Blackpool, FY3 8NR

Further information is available on our website: www.bfwh.nhs.uk

Travelling to our hospitals:

For the best way to plan your journey to any of the local hospitals, visit our website:
www.bfwhospitals.nhs.uk/departments/travel/

Useful contact details:

Hospital switchboard: (01253) 300000

References:

This document is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.