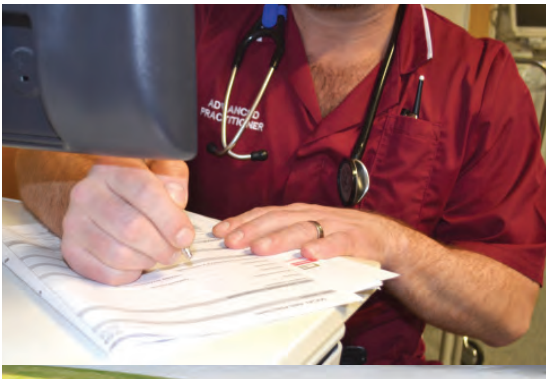




**Blackpool Teaching
Hospitals**
NHS Foundation Trust

How We Use Your Health Records

Patient Information Leaflet



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 includes:

- 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 visits 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:

- Healthcare professionals have accurate and up-to-date information to assess your health and provide the care you need.
- Information about you is available if you are sent elsewhere, e.g. referral to a specialist. We will inform you if we plan to share your data with another organisation.
- The quality of care you have received can be assessed, known as clinical audit.
- Any concerns you may have can be properly investigated.

Your information may also be used to:

- Look after the health of the general public.
- Ensure our service 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.
- Investigate complaints, legal claims and incidents.

In these cases your information will normally be 'anonymised' to maintain your privacy and confidentiality. If we need to use information that identifies you, we will normally ask you first. If you raise

an objection, we will explain what we would like to do and 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 if your details are correct each time you visit. Please help us by telling us if your details change, e.g. your mobile phone number, or 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.
- 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 free of charge, this is called a subject access request, and to have any information you do not understand explained to you.

Occasionally, it may be deemed appropriate to refuse your access to some or all of your information; for example, if seeing it may cause serious harm to your health or breaches another person's confidentiality. The Data Access team will be able to assist you in making a request for access.

Useful contact details

For access to your records, please contact the Data Access team:

Telephone: 01253 953056

email: bfwh.data.access@nhs.net

Hospital Switchboard: 01253 300000

Patient Relations Department

The Patient Relations Department offers impartial advice and deals with any concern or complaints the Trust receives. You can contact them via tel: 01253 955589 or by email:

bfwh.patientrelations@nhs.net

You can also write to us at: Patient Relations Department, Blackpool Victoria Hospital, Whinney Heys Road, Blackpool FY3 8NR

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

References

Details of the references used in writing this leaflet are available on request from:

Procedural Document and Leaflet Coordinator
01253 953397 or bfwh.trustpolicyteam@nhs.net

Options available

If you'd like a large print, audio, Braille or a translated version of this leaflet then please call: **01253 955520**

Our Four Values:



People Centred
Compassion

Positive
Excellence


Blackpool Teaching
Hospitals
NHS Foundation Trust

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