

TO PROVIDE THE VERY BEST CARE FOR EACH PATIENT ON EVERY OCCASION

# How we use your information

## An information guide

### What we record

Information about you, your medical treatment and family background may be held on both manual and computerised systems. This information is vital to the proper operation of the National Health Service (NHS) and is needed to give you and others the best possible healthcare.

Doctors, nurses and other members of the health care team need to make notes on paper or computer systems about any diagnosis, test results, treatments, drug prescriptions and other additional information that you may provide, that is considered to be relevant to the treatment of your condition.

Secretaries, receptionists and other clerical staff need access to some of your records in order to do administrative tasks such as booking appointments and communicating with you and other parts of the NHS.

Sometimes health care personnel will need to look at your medical records without asking your permission in order to gather important information for improving services and treatments that will benefit everyone using the NHS.

### What you can do

Please help us to keep the information about you accurate by telling us about any changes in your details, e.g. change of name, address, next of kin, telephone number etc.

Main reasons for which your information may be needed

- to give you health care and treatment
- to look after the health of the general public, e.g. immunisations and screening programmes
- to manage and plan the NHS
- to help staff review the care they provide
- to train and educate staff (and you can choose whether or not to be involved personally)
- to carry out research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to see if you are willing to take part. You will not be identified in any published results without your agreement).

Where possible information is used in such a way that you cannot be identified individually.

### The Health Service

In order to manage and plan within the NHS, we send some information about you to the Health Authorities and Primary Care Trusts responsible for your care, and to the Department of Health. Further uses of this centrally held information are strictly controlled by the NHS Information Authority. Information held centrally is not used to make decisions about the treatment or care that you receive from your hospital or GP.

### Other agencies

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you. We only ever use, or pass on, information about you if there is a genuine need for it in your or everyone's interests. Whenever we can, we will remove details that identify you. The sharing of some types of very sensitive information is strictly controlled by law.

### When information may be passed on

We will not disclose your information to third parties without your permission unless there are exceptional circumstances; such as when the health and safety of others is put at risk or where the law requires it.

We may share information with the following main partner organisations:

- Strategic Health Authorities and other NHS bodies
- other NHS Trusts that are involved in your care such as hospitals
- general practitioners (G.P's)
- ambulance services.

We may also share your information subject to strict agreement about how it will be used with:

- adult or children's social services
- education services
- voluntary sector providers working with the NHS
- private sector providers working for the NHS.

### Use of patient information by the NHS Litigation Authority

The NHSLA has a statutory duty to manage and raise the standards of risk management throughout the NHS. In order to achieve this, all NHS Trusts are assessed every few years against a set of risk management standards which are based on those factors which give rise to the greatest number and cost of claims. More information about the NHSLA risk management programme is available on its website at [www.nhsla.com/riskmanagement](http://www.nhsla.com/riskmanagement).

As part of the assessment process, the assessors will look at a small number of sets of patient notes and a selection of incident report forms. None of these documents will be removed from the premises. The aim is to ensure that these documents are created and managed in accordance with appropriate policies and procedures: for example whether they are written clearly, signed and dated, stored securely, etc. The assessors are not concerned with individual patient details.

They are all professional people who have previously worked in NHS organisations and are now employed on behalf of the NHSLA under strict principles of confidentiality.

If you wish to object to your records being made available during an NHSLA assessment, please contact a member of the Governance Team on 0161 620 0420.

### Information may also be shared;

With your consent for a particular purpose, or on a 'need to know' basis, for example, if the following circumstances apply:

- for NHS purposes, e.g. with others in the health care team caring for you (including when services are either provided under contract with other agencies, e.g. social care services, National Patient Safety Agency)
- the information is required by statute or court order, e.g. to provide information to a court, an elected representative acting on behalf of a constituent, or to notify a birth
- doctors have a legal duty to inform the relevant authorities in certain circumstances, e.g. The Public Health Act (Control of Disease) 1984 which is necessary to prevent the outbreak of certain highly contagious diseases, for example, meningitis, to protect others.

### How we protect your information

Your personal information is safeguarded by the Data Protection Act 1998.

The sensitivity of patient information is well understood within the NHS. (All staff are given training on their duty of confidentiality to you). We keep paper and electronic records securely to prevent unauthorised access in line with current legislation.

### Managing the data

We need to be able to move electronic information from system to system, extracting the data, processing it and modifying it for the next system. Occasionally, tests will need to be made on the data to check that it has been transferred correctly. This will only be done under carefully controlled conditions.

### Your right to access your records

You will be sent a copy of the clinic letter which is sent to your GP. If you do not want a copy of this then please inform the receptionist on your arrival.

You have the right of access to your own records as defined in the Data Protection Act 1988 which, with some exceptions, entitles individuals to a copy of information held about them.

If you consider that any part of the information held in your record is inaccurate, you can apply to have this corrected. If we agree that the information is incorrect, the alteration will be made. If we are not satisfied that the information is incorrect, a note will be made of the information you consider is inaccurate. You will be given a copy of either the correction or the note.

To apply for access to your records, you should contact the Medico Legal Team at the Royal Oldham Hospital (see contact details below). It will help us if you can state which hospital(s) you attended and the approximate dates and type of treatment for which you want to see the record. You must apply in writing, giving your name, address, date of birth and, if you have it, your NHS number. Say that you are applying for access to your health records, please allow up to 40 days for processing applications.

For providing copies of your medical (paper) records, or x-ray films, you will be charged a fee, depending on the work involved, please contact the Medico Legal Team for current charges.

### For access to your records contact:-

The Medico Legal team at: The Royal Oldham Hospital, Rochdale Road, Oldham OL1 2JH  
Tel: 0161 656 1215

### What else?

You can have a say in how the NHS uses information about you. If you want to find out more or have any special information or confidentiality requirements then please speak to the staff currently providing your treatment and care.

If you agree, you can expect your relatives and friends to be kept up to date with the progress of your treatment.

### Hospital chaplains

If you do not wish your religious details to be passed to the chaplains could you please inform the clerical or nursing staff. If you do require spiritual support please inform the person in charge of your care who will arrange this for you.

If you want to know more about how your records are processed please contact the:

Information Governance Manager  
The Pennine Acute Hospitals NHS Trust  
Telephone 0161 604 5760.

### If English is not your first language and you need help, please contact the Ethnic Health Team on 0161 627 8770

若英語並非閣下的第一語言和需要幫忙的話，請致電 0161 627 8770 聯絡少數民族健康組。

જો અંગ્રેજી આપની પહેલી ભાષા ન હોય અને આપને મદદની

જરૂર હોય તો મહેરબાની કરીને એથનીક હેલ્થ ટીમનો

૦૨૭-૮૭૭૦ નંબર પર સંપર્ક કરો.

Jeżeli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy proszę skontaktować się z załogą Ethnic Health pod numerem telefonu 0161 627 8770.

اگر انگلش آپکی مادری زبان نہیں ہے اور آپ بات چیت کرنے میں دقت محسوس کرتے ہیں تو مدد کیلئے آپ-ہم تک یہاں سے نمبر پر رابطہ کریں۔

0161 627 8770

ইংরেজী যদি আপনার মাতৃভাষা না হয় অথবা ইংরেজী বলতে ও বুঝতে আপনার অসুবিধা হয় তাহলে এথনিক হেলথ টীমের সাথে নীচের টেলিফোন নাম্বারে যোগাযোগ করুন।

0161 627 8770

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 620 0420 and the Switchboard Operator will put you through to the correct department / service.

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