

Your *i*nformation your rights

What you need to know

An information leaflet for our service users

In order for you to receive the best possible care from Derbyshire Healthcare NHS Foundation Trust, we process information on all service users. In order to do so we must comply with the Data Protection Act 1998. The data held must only be used for specific purposes allowed by law. This leaflet gives a brief guide on:

- what information we collect about you and why it is held
- how we record your information
- how we keep your information safe
- how and when we share your information
- how you can access your records
- how to obtain further information.

What information do we collect about you?

We must keep accurate information in paper and electronic records as follows:

- basic details about you, such as your address, date of birth, NHS number and family members/carers
- dates, times and places of contacts which we have with you, such as out-patient appointments, hospital care and community contacts
- notes, reports and letters which give information about your personal circumstances, diagnosis and treatment
- results of investigations, such as X-rays and laboratory tests
- relevant information from other health professionals and agencies, or those who care for you and know you well.

Why we keep information about you

We must keep good records of your care and treatment with us to ensure:

- people involved in your care can assess your health and social care needs and provide appropriate treatment
- they can work effectively with others providing you with care
- we can assess the quality of care you have received
- your concerns and complaints can be properly investigated.

Your information might also be used to help us with the management of services including planning, training, research and helping with the review of your care. If your information is used for research or audit, we will remove your name and any details which could identify you. If we need the information in a form that identifies you, we will ask for your permission first. If you refuse we will not use your information and this will not affect your treatment.

How we record your information

The records we keep are in paper and electronic formats.

As a Trust, we are working towards the development of one electronic patient record. This has massive benefits to the care which we can provide for you as it ensures all staff working with you can access up-to-date information.

How we keep your information safe

We have a legal duty to keep records secure, confidential and accurate. Paper records are held in locked cabinets and rooms. Access to electronic records is controlled by strict management of user accounts.

All staff members who access our systems are bound by legal, professional and contractual requirements to maintain confidentiality of information. This requires they only access information where they are involved in the care of an individual. In addition to these controls, our electronic patient record also has an audit facility so that we can see if anyone has accessed a record without authority.

Confidentiality and consent

We have a legal duty to keep your information confidential. We may need to share information about you with other health and social care providers involved in your care to give you the best possible treatment. The information you give us will be available to everyone involved in your care. You do have a right to object to us sharing your information however this may result in you being seen by a number of staff within the Trust less seamlessly than usual.

Who do we share your information with?

Your information will be shared with the professionals involved in your care, including those from our Trust and other agencies, so we can all work together for your benefit. We will only ever pass on information if others involved in your care have a genuine need for it. If you have any concerns about this, please speak to the person responsible for your care.

Carers and relatives will often be involved in the care of service users. With your consent, we will share information with your relatives or carers, but this will be limited to what they need to know to support you. If you do not give your consent, we will only share information if there is a really urgent or important need to do so in the public interest.

We may also need to use and share your anonymised information for management reasons. This could be to plan a service, organise funding etc. If for any reason we are asked to share information which identifies you, but which does not relate to your care, we will ask you for consent before using your information in this way. This will only happen on rare occasions.

We will only disclose your information to someone not involved in your care without your consent in exceptional circumstances, such as when the health or safety of others is at risk, or where the law requires us to pass on information. An example of this is to report infectious diseases, or where a formal court order has been issued. We cannot give information about you to other organisations without your consent.

How we share your information

Depending on the the circumstances we will share your information by writing to others involved in your care, telephone calls and meetings, or by copying your care plan to them. Increasingly, staff members who are involved in your care share information about your care and treatment through the use of our electronic patient record.

Do you have any worries about how we hold and share your information?

If you have any concerns about your information being held or shared, please speak to the person responsible for your care immediately. Please note that if you have asked us to restrict the sharing of your information in any way, this may adversely affect the care we are able to provide, and in some extreme cases we may not be able to offer care.

We are able to provide an additional level of security so that any unauthorised staff attempting to access your record will create an alert and will be investigated.

How to access your records

You have the right under the Data Protection Act 1998 to find out what information we hold about you and also to access your records.

If you wish to access your records, please contact the person in charge of your care or contact our Deputy Records Manager. You will be asked to complete an application form and a fee may be charged, unless you are a current service user or are receiving benefit payments. Please let us know if you need any support or advice when you access your records.

If you are a parent or guardian of a child under 16, you can ask to see their medical records in the same way.

The people responsible for your care may decide that seeing your records might be detrimental to your physical or mental health. In this instance, you may only be shown certain parts of your records. Information which relates to, a third person may be withheld but information provided about you by a third party will usually be disclosed.

You also have a right, if you wish, to be copied into letters written about you. Please ask for further information from the person in charge of your care.

Your personal details

It is very important that the details we have about you are up-to-date. If you change your name, address or telephone number, please remember to tell your care coordinator to update these details on your medical records. If you think the information in your medical records is incorrect, please speak to the health professional concerned to raise your concerns and ask them to amend the record. If you are unable to reach agreement, the Trust will include a statement in your record stating that you think this part of the record is incorrect.

Do you have any other questions?

If you have any queries or concerns about how we use your information, please speak to the staff involved in your care. More detailed questions about how we use your information which cannot be discussed or resolved by a member of staff can be discussed with the Patients Advice and Liaison Service (PALS) on **0800 0272128**.

If you are not satisfied and would like to make a complaint, you can speak to a member of staff or the Patient Experience Team. If you are still not satisfied with the outcome, you have the right to complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

For further information, you can visit their website at: www.ico.gov.uk

This information is available in other languages, formats and large font.
Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

دیگر زبانوں اور صورتوں میں دستیاب ہے۔ براہ کرم ترجمے کے لیے کہیں۔