

How we keep your records confidential

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

- We need to hold personal information about you on our computer system and in paper records to help us look after your health needs. We have a duty to maintain full and accurate records of the care we provide you. Please help to keep your record up to date by informing us of any changes to your circumstances.
- We have a duty to keep records about you confidential and secure.
- In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.
- Information will not normally be disclosed to family, friends, or spouses unless we have prior written consent.

We will not share information that identifies you for any reason unless:

- You ask us to do so
- We ask and you give us specific permission
- We have to do this by law
- We have special permission for health or research purposes.
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put others you had come into contact with at risk

Who are our partner organisations?

We may share information with the following main partner organisations:

- NHS Trusts (Hospital's)
- Ambulance Service
- NHS England
- NHS out of hours service

We may also share your information, with your consent with:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Anyone who receives information from us also has a legal duty to:

KEEP IT CONFIDENTIAL!

Woodlands Medical Practice
Chadderton Town Health Centre, Middleton
Road
Chadderton
Oldham

0161 909 8131

HOW WE USE YOUR HEALTH RECORDS

Better Information, Better Health



This leaflet explains:

- *Why the NHS collects information about you and how it is used.*
- *Who we may share information with.*
- *Your right to see your health records and how we keep your records confidential.*

Why we collect information about you:

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



These records may include:

- Basic details about you such as address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests, etc.
- Relevant information from people who care for you and know you well such as health professionals and relatives

How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made in consultation with you and other health care professionals
- Deliver appropriate health care
- Make sure your health care is safe and effective, and
- Work effectively with others providing you with health care

Others may also need to use records about you to:

- Check the quality of health care (such as clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers and
- Help with research

We use anonymous information, wherever possible, but on occasions we may use personal identifiable information for essential NHS purposes such as research and auditing.

However, **this information will only be used with your consent**, unless the law requires us to pass on the information

You have the right



You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply)

You also have the right to ask for a copy of all records about you :-

- Your request must be made in writing, signed and dated
- An access fee of £10 (non-refundable) will be requested. Where copy records are required an additional fee will be payable
- We will respond to you within 21 days
- You will need to give adequate information (for example full name, address, date of birth, NHS number etc.)
- You will be required to provide ID before any information is released to you

If you think anything is inaccurate or incorrect, please inform the organisation holding your information

