

We only use secure methods to transfer your information between NHS computer systems. All processes meet NHS security requirements.

Apart from your GP and other medical staff or healthcare professionals (e.g. physiotherapists) involved in your care, only a number of approved GP Practice staff and a very small number of approved data analysts will be able to see data that identifies you and only then under strict security restrictions. We check that anyone who wants to see your records has the correct authority to do so. Access to your records is recorded and auditable.

### We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate (including after you die)

### Access to your Health Records

The Data Protection Act allows you to find out what personal information is held about you on computer and manual records.

If you want to see or obtain a hard copy of your records speak to the healthcare professional treating you or contact the Practice Manager. Please note you may have to pay a fee and will be required to provide

proof of your identity or consent if acting on behalf of someone else.

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

**If you have concerns about what information is held or shared about you please discuss this with your GP or a member of staff.** If, after discussion, you wish to restrict or prevent use of your information outside of the Practice please tell us and we will make the necessary arrangements. There are various options available to you.

### More information

Other leaflets are available in Reception or on our website giving more detailed information on particular programmes.

Your GP Practice Manager will talk to you further if you wish.

If you require this leaflet in a different format or you need further information or assistance, please contact the Practice Manager or call a member of the CCG Communications team on 0116 295 4159 or email [beinvolved@leicestercityccg.nhs.uk](mailto:beinvolved@leicestercityccg.nhs.uk)

# How we use your Health Records



Why we collect information about you and how it is used

Who we might share your information with

Your right to restrict how your information is used

Your right to see your health records

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 comprehensive up to date records about you, either in writing or held on computer.**

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- When we have seen or had contact with you
- Notes and reports about treatment you have received and care you need
- Results e.g. x-rays, blood tests and screening including evaluations of your health risk
- Relevant information from people who care for you and know you well, such as health professionals

The NHS Care Record Guarantee sets out the standards on how patient confidential information is used in the NHS and what control you can have over this.

It includes information on:

- Your access to your own records, their content and security
- How NHS Staff access will be monitored and what controls are in place to prevent unauthorised access
- Options you have to limit further access by NHS or contracted Staff

- What happens if you are unable to make decisions for yourself.
- The Care Record Guarantee can be seen online at <http://systems.hscic.gov.uk/rasmart/cards/strategy/nhscrg>

## How your records are used to help you

Relevant parts of your named health record are shared to help others (e.g. community nurses, hospital doctors, or social care workers) provide some of the care you need. Any sharing of your named record will be in line with the NHS Code of Practice for Confidentiality

- To underpin all health decisions made by you and your healthcare team and to check the quality of care.
- To make sure that anyone treating you in any setting e.g. doctors in A&E, know enough about your medical history, current medication and treatment to treat you safely and effectively. This will normally be with your consent unless you are unable to make such a choice.

We also use your information in a non-personally identifiable form to help us plan for the future healthcare needs of you and others, e.g.

- Identifying risks to help prevent illness in the first place.

- Planning for extra services in your area.
- Helping people to plan, buy and keep track of health services (e.g. physiotherapy) in your area.

## When we might use or share your named health record without asking you

Sometimes there is a legal duty, such as when registering births, reporting certain infectious diseases or where a court order has been issued.

When permission is given by the Secretary of State on advice from the Health Research Authority Confidentiality Advisory Group e.g. medical research, keeping registers of cancer patients or checking quality of care.

A senior clinician may permit disclosure where the public interest outweighs your right to confidentiality. This is very rare but could include when:

- A serious crime has been committed
- There are serious risks to the public or staff
- It is necessary to protect children or vulnerable adults who are not able to decide for themselves whether their information should be shared.

## Partner organisations we might also share your information with

NB: This will be on the basis of having your prior consent to share information that identifies you, or your personal identity being removed

- Local healthcare and ambulance providers
- Your Local Authority, Social Services and Education organisations
- Your voluntary or private sector care provider
- Commissioners of your health services

We will not share your information with other third parties, such as insurance companies, without your explicit consent.

## How we keep your records confidential

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence

Everyone working for the NHS has a legal and contractual duty to keep information about you confidential in line with the NHS Confidentiality Code of Practice. We also have information security and data protection policies to safeguard your information.