

Your health record

An important way of improving our services is the collection of accurate information about our patients, known as health records.

This leaflet explains how we use and safeguard information collected about you and your healthcare. It outlines who may have access to the information and how you can arrange to see it.

What are health records?

Health records (or medical records) are a record of the health care you have received. They hold general information (for example your address and next of kin) and notes and reports about your health - including details of your illnesses, tests, prescriptions and other treatments.

Your doctor and the team of health professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down or held on a computer.

Our members of staff are responsible for the accuracy and safekeeping of your medical records. You can help us to keep them accurate by informing us of any changes in your circumstances.

How is your information used?

We only ever share information about you with others who have a legitimate need for it, in accordance with the Data Protection Act.

Information held in your health records may need to be shared with other healthcare professionals who are involved in your care from time to time, for example, a hospital consultant or a social worker.

Sometimes we are required by law to pass on certain information about patients, for example to register a new birth, in the event of an infectious disease, comply with a court order, or report a serious crime to the police.

We may also ask you whether we can use certain information about you for research or other purposes such as teaching. If we do wish to use your personal information in this way, we will always ask you first and specifically gain your consent to do this. You always have a right to say no.

You have a right to privacy and confidentiality. Everyone who works in the NHS has a legal duty to respect this.

Data Protection Act - our obligation to you

We have a legal responsibility and obligation to keep all of the information held about you confidential. These obligations, together with your own rights, are set out in the Data Protection Act 1998 (DPA).

The DPA imposes a number of obligations on our services. These are:

- Information about you will be processed fairly and lawfully
- Information will be used solely for planning and delivering your health care
- The information recorded about you will be adequate and relevant, but not excessive
- The information will be accurate and up to date
- Information will be kept no longer than necessary
- We will take all necessary measures to prevent unlawful processing, accidental loss, damage or destruction
- Information will not be transferred to a country outside of the European Economic Area, unless the country provides adequate protection of your rights as regards the processing of information.

Your rights

You are allowed, by law, to access your written or computerised medical records. We may charge a small fee to cover our administration and photocopying costs. All requests must be made in writing for security purposes.

We have a duty to keep your medical records accurate and up to date. However, if any errors have appeared in your record please help us by correcting them.

Further information and help

For details about accessing your medical records, or how we use your information, please ask the person treating you.

If you require further information or advice about your health records, please contact:

Patient Advice and Liaison Service (PALS)

Tel: 0800 953 0363

email: pals.hrch@nhs.net

Information Governance Manager

Tel: 02089733000

email:

information.governance@hrch.nhs.uk

For more information about our services go to: www.hrch.nhs.uk

Language support

We can help if English is not your first language, or if you need this leaflet in an alternative format. Please contact the PALS team on 0800 953 0363. We will be happy to help..

Arabic

بمكنا مساعداك اذا لم تكن الانجليزية لغتك الأولى. اذا كنت ترغب في الحصول على هذا الكتيب بلغة أو صيغة من اختيارك تفضل بالاتصال بفريق PALS والنين سيسعدون بتقديم المساعدة.

Farsi

اگر انگلیسی زبان اول شما نیست می توانیم به شما کمک کنیم. اگر مایلید این جزوه را به زبان و یا فرمت مورد نظر خود دریافت نمایید، لطفاً با تیم پالز PALS تماس بگیرید و آنها در نهایت خوشوقتی شما را کمک مینمایند.

Polish

Możemy Państwu pomóc, jeśli angielski nie jest Państwa językiem ojczystym. Jeśli chcieliby Państwo otrzymać tę ulotkę w wybranym przez Państwa języku lub formacie, prosimy skontaktować się z zespołem PALS, który chętnie Państwu pomoże.

Punjabi

ਜੇ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਹੈ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਪੁਸਤਿਕਾ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ PALS ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਤੁਹਾਡੀ ਮਦਦ ਕਰਕੇ ਉਹਨਾਂ ਨੂੰ ਖੁਸ਼ੀ ਹੋਵੇਗੀ।

Somali

Anaga waan ku caawinkarnaa hadii Ingiriis owsan aheyn luuqadaadda. Hadii aad ku dooneysit warqadan yari luuqad kale ama siyaaba kale ayaad u dooran kartaa in lagugu habayo fadlan la xiriir kooxda ee PALS ee aad ugu faraxsan in ay ku cawiyaan.



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