

Southport & Ormskirk Hospital NHS Trust

***‘providing safe, clean
and friendly care’***



PATIENT INFORMATION

How We Use Your Personal Information

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Why do we collect information about you?

Every time you come into hospital we may record information about you. Information is recorded electronically or manually by doctors, nurses and other healthcare professionals, in order to help us provide you with healthcare services. We keep information about you in order to have a complete and continuous record about your past and current treatment.

The type of information collected includes:

- ✓ Basic details about you such as next of kin and address
- ✓ Results of investigations, such as x-rays and laboratory tests
- ✓ Details and records about the treatment and care you receive
- ✓ Relevant information from other health professionals or those involved in your care

It is essential that we have your correct details to ensure the appropriate care and treatment is provided to you. Please check your details and notify us of any changes everytime you visit us.

How your records are used to help you

Your records are used to guide and administer the care you receive to ensure:

- ✓ Your doctor, nurse or any other healthcare professionals involved in your care have accurate and

up-to-date information to assess your health and decide what care you need when you visit in the future.

- ✓ Full information is available should you see another doctor, be referred to a specialist or another part of the NHS.
- ✓ There is an accurate basis for assessing the type and quality of care you have received.
- ✓ Your concerns can be properly investigated if you need to complain.

How your information may also be used

- ✓ To review the care we provide to ensure it is of the highest standard
- ✓ To look after the health of the general public
- ✓ Where we are legally required to disclose, such as to notify a birth or certain kinds of infectious disease or report information in relation to the Mental Health Act
- ✓ To audit the quality of the service we provide and to prepare statistics on our performance
- ✓ To make sure our services can meet patient needs in the future
- ✓ To investigate complaints, legal claims or untoward incidents
- ✓ In exceptional circumstances, to assist the police to investigate serious crime

- ✓ For the management of healthcare services in partnership with organisations such as:

➤ The General Medical Council

- The Nursing and Midwifery Council
- The Audit Commission
- The Health Service Ombudsman and
- The Care Quality Commission, or
- for registration on national registers such as the diabetic register

We would seek your consent before using identifiable information for the following purposes:

- ✓ To teach and train healthcare professionals
- ✓ To conduct health research and development for the benefit of everyone.

How we keep your records confidential

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

You may be receiving care from other organisations as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it, and we will only share the minimum required. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires us to do so.

Anyone who receives information from us is also under a legal duty to keep it confidential.

We are required by law to report certain information to the appropriate authorities.

This is only provided after formal permission has been given by a qualified health professional. Occasions when we must share information include:

- ✓ notification of new births
- ✓ where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS)
- ✓ where a formal court order has been issued

Organisations that we may share information with are:

- ✓ NHS Hospitals and Clinics
- ✓ Primary Care Trusts / Clinical Commissioning Groups
- ✓ General Practitioners (GPs)
- ✓ Ambulance Services

Your information may also, subject to strict agreements and in most cases not without your consent, be shared with:

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

How you can get access to your records

Under the Data Protection Act 1998, you have a right of access to information held about you; this is called subject access and does apply to your health record.

If you want copies of your record you should make a written request to the medical records department where you are being, or have been, treated. An administrative charge, up to £50, will usually be made. The exact charge is dependent upon what information you request.

If you wish to view a record only an appointment will be arranged with you to attend the Medical Records Department. There will be no charge for this unless the last entry is older than 40 days.

We are unable to release information from other health care providers such as your GP. You will need to contact each provider seperately.

Further Information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the health professionals concerned with your care.