

Your rights

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

Our guiding principle is that we are holding your records in strict confidence.

Staff must only access your information if they are involved in your care.

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

You have the right to ask for a copy of your medical records.

For your information to be correct and up to date. If you think any information about you held by the Trust is incorrect, you can contact the Data Quality team on 01276 522 403.

Our Obligations

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted).
- To provide you a copy of your records when you ask (in accordance with the Data Protection Act 1998)

To obtain a copy of your medical records, please place your request in writing to:

Information Governance Department
2nd Floor, Pine House
Frimley Park Hospital NHS Foundation Trust
Portsmouth Road
Frimley
Surrey GU16 7UJ
Email: Request.medicalrec@fph-tr.nhs.uk
Tel: 01276 522 427

You will need to provide:

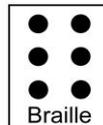
- your information (e.g. full name, address, date of birth, Hospital/NHS number)
- 2 proofs of identification
- If requesting another person's information, their consent or your legal proof of authority
- The administration fee

The Trust will charge an administration fee for providing copies of your medical records, which will not exceed £50. We are required to respond to you within 40 calendar days from date of payment.

For support in accessing patient information, or for a translation of this document, an interpreter or a version in

large
print

or



Braille

or



please contact the
Patient Advice & Liaison Office on

☎ 01276 526706

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Your Information



Why do we collect information about you?

The NHS aims 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.

This leaflet provides an overview of what information is held by the Trust, why it is required and how it is used and shared.

Further information can be found on the Trust's website:

<http://www.frimleypark.nhs.uk/patients-and-visitors/how-we-use-your-information>

What Records do we hold?

As a patient the Trust holds records about you which may include:

- basic details such as address, date of birth, next of kin/emergency contact details
- Details about 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 and social care professionals and relatives.

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you, if you ask; and
- Show you what they have recorded about you, if you ask.

How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals treating you
- Allow you to work with those providing your care

- Make sure your care is safe and effective; and
- Work effectively with others providing you with care.

Others may also need to use records about you to:

- Support you during your time in hospital (e.g. your religion passed to the Trust Chaplaincy Team, your dietary requirements passed to catering staff, etc.)
- Check the quality of 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.

The Trust will hold coded patient information centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

The Trust will use anonymous information to further support patient care e.g. teaching / training of staff.

There are occasions when the Trust will use your medical records but only for essential purposes such as auditing clinical care which helps to ensure our services are of a high quality.

Who are our partner organisations?

We will share information with other NHS partner organisations (e.g. hospitals, GP, Dentist, NHS community services etc.) to continue and support your care.

Some of the organisations we may share your information with are:

- Social Services
- Education Services
- Local Authorities
- Voluntary Sector providers
- Private sector providers

Where we share your information with these organisations, we will let you know.

All the organisations we share your information with, are subject to strict information sharing protocols. Anyone who receives information from us also has a legal duty to keep it confidential and secure.

We will not share information with external organisations unless:

- It supports your care and treatment
- You ask us to do so
- We ask your permission
- We have to by law
- We have special permission for health or research purposes; or
- We have to because the interests of the public are thought to be of greater importance than your confidentiality.