

How to get access to your own health records

The Data Protection Act 1998, which came into force on 1st March 2000, allows you to find out what information about you is held on computer and in certain manual records. This is known as “right of subject access”. It applies to your health records.

If you would like to see your records you can make a written request to the CCG or NHS health organisation where you are being, or have been, treated. You are entitled to receive a copy of your records but should note that a charge may be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited, this is known as redaction.

If you become aware that incorrect information has been recorded about you, then you can request that it is corrected or in some circumstances removed. Please apply in writing to: (State address or email)

Your right to withdraw consent

At any time, you have the right to refuse/withdraw consent to the sharing of information for this specific purpose. If you do wish to withdraw your consent, please speak to one of our staff or use the contact details overleaf.

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.

Alternatively, if you have any queries or if you require this guide in large print or another format please contact your.team@here.co.uk or telephone 01234 567891

Our patients are at the heart of our decisions



INSERT YOUR LOGO HERE

Your information, your choice

What you need to know

For more information please see the following documentation:

- Privacy (Fair Processing) Notice Poster and supporting notes—insert link to webpage
- Any other organisation specific information about how information is used within the organisation.



Insert Relevant Contact Details

XXX Team
Address One
Address Two
Town, County
Postcode

Phone: 01234 567891

E-mail: your.team@here.co.uk

This leaflet explains how your information may be used, with your consent, to identify ways of improving the services that are provided.

Why we collect information about you

Your doctor and other health professionals caring for you, keep records about your health and any treatment and care you receive from the NHS. This helps to ensure that you receive the best possible care. The record may be written down (manual records), or held on a computer (electronic record). The records may include:

- Basic details about you, such as address and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you have received
- Details and records about the treatment and care you receive
- Results of any investigations, such as X-rays and laboratory tests
- Relevant information from other health professionals, or those who care for you and know you well.



How your records will be used

It is felt that your health and wellbeing could be improved with involvement of our partner organisations. We are always looking to enhance the care that we provide and for some patients with complex health needs, we work with other health and social care providers to identify services and facilities which could assist you.

To do this, we need to share certain specific and relevant information about your treatment with them, which will only be shared with your consent. The type of information shared will be outlined in the consent form. This information will be held secure by all organisations involved and will only be reviewed by those who have been assigned to evaluate the services that we provide to you.

Occasionally we will use your data that has been pseudonymised (all identifiable details removed) for research or evaluation on how we can improve

Who are our partner organisations?

The principal partner organisations, with which information may be shared are:

- <South Devon and Torbay Clinical Commissioning Group>
- <South West Ambulance Service NHS Foundation Trust>
- <South Devon Healthcare NHS Foundation Trust>
- <Torbay and Southern Devon Health and Care Trust>
- <Devon Doctors Ltd>
- <Devon Partnership NHS Trust>
- <Devon County Council>
- <Torbay Council>
- Devon and Cornwall Fire and Rescue Service
- Devon and Cornwall Police
- Dorset, Devon and Cornwall Probation
- NHS 111
- GP Practice

As per the consent form and letter that will have been shared with you, you can choose which organisations you would like us to share with.

The sharing of your information referred to in this leaflet is for a specific purpose and does not reflect any other sharing of information for direct care or statutory purposes. For further information on this, please see the <insert relevant Patient Information Leaflet>



How we keep your records confidential and secure

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

All manual and electronic records are stored in secure environments to which access is strictly controlled and ensures no unauthorised access. The use of information is strictly controlled and used by us in accordance with the Data Protection Act 1998, the Human Rights Act 1998, the common law duty of confidence, the NHS Confidentiality Code of Practice, the NHS Records Management Code of Practice and the NHS Information Security Code of Practice. Electronic data is transferred either via internal secure networks or by dedicated encrypted file transfer methods.

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 information to be passed on.

You may be receiving care from other people 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 when we know that the same safeguards on confidentiality and security will be practiced.

Anyone who receives information from us is also under a legal duty to keep it confidential and secure. 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 pass on information include but are not limited to:

- where a formal court order has been issued;
- where the safety of yourself or others requires us to

Our guiding principle is that we hold and use your records in strict confidence.