

Patient Information

How we use your Health Records

This leaflet explains some of the processes in place in the Achilles Centre, including:

- Why we collect information about you
- How your records are used
- How we keep your records confidential
- Your rights
- Who we may share information with

WHY WE COLLECT INFORMATION ABOUT YOU

We aim 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.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as appointments and home 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 professionals and relatives

We follow NHS good practice and will:

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

HOW YOUR RECORDS ARE USED

We use your records to:

- Provide a good basis for any treatment or advisory services we provide to you
- Allow you to work with us when we provide treatment or advice
- Make sure your treatment is safe and effective, and the advice we provide is appropriate and relevant to you
- Work effectively with others providing you with treatment or advice

HOW WE KEEP YOUR RECORDS CONFIDENTIAL

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
- Provide information in a format that is accessible to you (e.g. in large type if you are partially sighted).

We **will not** share information that identifies you for any reason, unless:

- You ask us to do so;
- We ask, and you give us specific permission;
- We have to do this by law;
- We have special permission because we believe that the reasons for sharing are so important that they override our obligation of confidentiality (eg to prevent someone from being seriously harmed)

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

YOUR RIGHTS

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Equality Act 2010 may also apply).

You have the right to know what information we hold about you, what we use it for and if the information is to be shared, who it will be shared with.

You have the right to apply for access to the information we hold about you. Access covers:

- The right to obtain a copy of your record in permanent form;
- The right to have the information provided to you in a way you can understand (and explained where necessary, e.g. abbreviations).

Where you agree, the access right may be met by enabling you to view the record without obtaining a copy.

Obtaining a copy of your record

- Send your request in writing to the Centre Manager, Achilles Centre, 6 Dudley Street, Grimsby, DN31 2AB.
- Your request will need to include sufficient information to enable us to correctly identify your records (e.g. full name, address, date of birth, NHS number (if known))
- We charge £15 to provide you with a printed copy of the information we hold about you.
- We will respond to you within 40 days of receiving your request
- You will be required to provide a form of ID before any information is released to you.

Once you receive your records, if you believe any information is inaccurate or incorrect, please inform us.

WHO WE MAY SHARE INFORMATION WITH

We may share information about you with the following main partner organisations:

- NHS commissioners of care - the organisation that referred you to us for treatment, assistance or advice
- Other providers involved in your care - such as a hospital or your GP

We may also share your information **with your consent** and, subject to strict sharing protocols about how it will be used with;

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

We may also share your information **with your consent** with others that need to use records about you to:

- Check the quality of treatment or advice we have given you
- Protect the health of the public
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care

Some information we have to share is used for statistical purposes, and in these instances, we take strict measures to ensure that individual service users cannot be identified.

Anyone who receives information from us also has a legal duty to keep it confidential

If you do not wish personal data that we hold about you to be used or shared in the way that is described in this leaflet, please discuss the matter with us. You have the right to object, but this may affect our ability to provide you with care or advice.

If you require this leaflet in a different format or you need further information or assistance, please contact:

Centre Manager
Achilles Centre
6 Dudley Street
Grimsby
North East Lincolnshire
DN31 2AB.